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## FLEX FORCE QUALITY POLICY

### QUALITY SYSTEM

Flex Force Enterprises Inc. (Flex Force) recognizes that superior performance is based on employees' commitment to excellence and adherence to effective processes. Our commitment to quality and the structure of our Quality System is the foundation for the management of our business and producing high customer satisfaction. These principles are captured in our Quality Policy:

“Quality, Customer Satisfaction, and Business Success Starts with Me”

### PROCESS CONTROL

- Established processes and practices support our business activities.
- Product quality is maintained through systems of standardization and process control.

### TECHNOLOGY

- Flex Force appropriately applies technology to support the Quality Policy.
- Invest the time, energy, and capital required to support the Quality Policy.

### COMMUNICATION

- Understand and communicate the requirements of our job and the systems that support our performance through training and education.

### EXCELLENCE AND INTEGRITY

- Make conscious efforts to meet or exceed customer expectations in all areas of our business.
- Committing to Excellence is essential for our growth and long-term success.
- Respect each other, our vendors, and our customers.
- Take ownership for all aspects of our Quality Policy.

### CONTINUOUS IMPROVEMENT

- Strive to make continuous improvement a part of every day and every activity while maintaining the effectiveness of the Quality Management System (QMS).
- Continuous Improvement is an on-going process and activity, not a one-time event.

### CUSTOMER SATISFACTION

- Know who our customers are (internal and external) and what they require, then strive to meet or exceed those expectations.
- Listen to customer feedback and respond with the best of our technical, managerial, and business abilities.
- Each Flex Force employee provides quality service as part of every customer interaction.