



# Quality System Manual

## Quality Policy

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## Custom Components & Assemblies, Inc.

Custom Components & Assemblies, Inc. is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

### OUR PEOPLE

Custom Components & Assemblies, Inc. is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Custom Components & Assemblies, Inc. is committed to:

- Creating and nurturing an environment of success based on honesty and integrity;
- Equitable sharing in the success of the company;
- Empowerment through training and communication;
- Individual growth and equal opportunity;
- Designing and providing a safe and secure work environment.

### OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

### OUR COMMUNITY

Custom Components & Assemblies, Inc. is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

### OUR QUALITY

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business.

Mark Cruze  
President  
Custom Components & Assemblies Inc.