

# QUALITY MANAGEMENT SYSTEM

## LIBERTY SUPPLY LLC

Liberty Supply LLC recognizes that quality is of the utmost importance. We have therefore implemented a quality management system (QMS) to manage quality throughout all of our operations.

To us, quality is not a one-time or separate process; it is integrated in everything we do. Our Quality Objectives include:

1. 100% on-time delivery of all products.
2. 100% fulfillment of all contracts/orders.
3. 0 quality deficiencies.
4. Expand manufacturer, supplier, and customer networks.
5. Respond to all external communications within 5 working days.

Our QMS is an intentional approach that includes documents and processes that help assure all regulatory requirements are met and customers' expectations are consistently met or exceeded. We conform to ISO quality management standards by adhering to the following seven quality management principles:

1. Customer Focus: our primary focus is to ensure we consistently meet all customer requirements and meet or exceed our customers' expectations. Understanding our customers' needs will ensure the sustained success of our organization. This includes meeting all delivery dates, rapidly responding to inquiries, accurately hand counting parts to ensure no shortfalls, and reviewing certifications and other documents to ensure they are complete and the correct parts, components, and revisions are provided.
2. Leadership: lead by example and provide clear and firm guidance to assure quality is maintained throughout all operations.
3. Engagement of People: always facilitate open communication and discussion of ideas and identification of errors and proposed resolution, to promote a culture of trust and collaboration.

4. Process Approach: understand how interrelated processes, including marketing, production, packaging, and delivery produce results in order to optimize our QMS and its performance, efficient use of resources, and identification of opportunities to improve, and measure the impact of (and manage the risk for) modifications and associated outcomes.
5. Improvement: see deficiencies and mistakes as opportunities to improve. Analyze failure, to gather lessons learned and recommend corrective actions to be implemented and integrated into processes to improve performance and create new and innovative opportunities in the future.
6. Evidence-Based Decision-Making: base all decisions on objective (rather than subjective) criteria when possible, in order to minimize bias, mitigate risk, and improve consistency. Ensure transparency of data and results. Use experience and intuition when data is lacking.
7. Relationship Management: build relationships with customers, manufacturers, suppliers, and partners to expand opportunities, complement and fill capability gaps, share information, and maintain a viable and reliable supply chain. Balance short-term gains with long-term considerations, measure performance, and provide/incorporate feedback. Maintain contact with manufacturers/suppliers throughout the production process to assure on-time completion of production and delivery of orders.

Our QMS also conforms to the following six procedures:

1. Control of Documents: save electronically, and print hard copy, all contracts/orders and related solicitations, amendments, quotes, purchase orders, acknowledgements, and other documents, in order to ensure the successful fulfillment of all contracts/orders.
2. Control of Records: maintain pending orders in order of delivery date, and prioritize orders to facilitate delivery of orders on time and request extension of delivery dates when necessary. Maintain copies of all documentation for past orders to provide a stable reference for inquiries, external inspections, or other audits. Maintain certifications for parts in inventory/stock. Maintain all electronic correspondence, including emails and texts, with customers, manufacturers, suppliers, and partners.
3. Internal Audit: closely inspect and hand count all parts, and review associated documentation, to ensure they are complete, clean, damage-free, and conform to order specifications. Perform regular inventories of packaging and

shipping materials to assure quantities needed are maintained to facilitate the rapid shipment of parts to customers.

4. Corrective Action: implement/integrate proposed process improvements that are identified as a result of past errors and deficiencies.
5. Preventive Action: anticipate errors to avoid deficiencies before they occur. Maintain a climate-controlled, clean, dry work area to minimize environmental damage and contamination. Pack parts in reclosable bags with a minimum 4 mil thickness and proper cushioning/dunnage to mitigate the risk of damage during shipment.
6. Control of Non-Conforming Products: work with manufacturers and suppliers to immediately repair, replace, or otherwise correct any part that is found to be non-conforming.

Point of contact for this document is the undersigned.

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