



## Quality Policy – Part 1

***“Our Globe family will act as a team to quickly deliver superior products and services, to protect your family.”***

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## Quality Policy – Part 2

Globe Fire Sprinkler is committed to providing products and services that meet or exceed customer requirements, expectations, and all applicable statutory / regulatory requirements.

We will enhance customer satisfaction and improve the organization’s performance through:

- leadership commitment to drive the effective application of our Quality Management System and provide a framework for setting quality objectives;
- focus upon customer satisfaction and relationship management;
- engagement and empowerment of our workforce;
- commitment to “continual improvement”;
- application of a “process approach” to improve our Quality Management System and all aspects of our business;
- application of “risk-based thinking” to identify and address risks, eliminate potential nonconformities and leverage opportunities;
- cross-functional reviews, capture of “organizational knowledge,” and application of “evidence-based” decision making;
- assurance of conformity to all requirements.

This Policy shall be posted throughout the site, and on the company website.

*Steve Wachtel, President 5/22/18*