

### 3. Quality Policy and Objectives

BH Electronics has established the following Quality Policy in accordance with the requirements of ISO 9001:2015, and maintains it within this manual. BH Management Team ensures its understanding by all functions within the organization.

#### QUALITY POLICY STATEMENT


*BH Electronics specializes in the design and manufacture of high frequency magnetic components and related assemblies. To ensure our customers' requirements are satisfied, we have established an ISO 9001:2015 quality management system and are committed to comply with its requirements. We establish and review quality objectives and continually strive to improve our quality system's effectiveness. Our primary focus is to achieve customer satisfaction to ensure our long-term success.*

To fulfill the Quality Policy, BH Electronics is committed to continual improvement and to meet customer expectations for product, quality, and delivery. The following measurable quality objectives guide us in this effort:

#### QUALITY OBJECTIVE

#### MEASUREMENT

- |                                |  |
|--------------------------------|--|
| • Customer Satisfaction        | Customer Survey, Customer Complaints, RMAs                       |
| • Cost of Quality Reduction    | Cost of Quality Charts (Int and Ext failure costs as % of Sales) |
| • Improved Production Yield    | Yield charts (Qtr and Monthly charts)                            |
| • Reliable/Competent Suppliers | Supplier Survey, Vendor Delivery Performance, DMNs, SCAR         |
| • Quality Product              | PPM Returned, Product Audit Results                              |
| • On-time Delivery             | Delivery Performance Charts (all facilities)                     |
| • Continual Improvement        | Improvement goals and results                                    |

  
Richard Jackson, President/CEO

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