



THE PRECISE SYSTEMS, INC. QUALITY POLICY

Precise Systems is dedicated to providing exceptional service and precise solutions to its customers. It is our responsibility to ensure that through repeatable and documented processes, the level of quality at Precise Systems will differentiate us from our competitors.

Precise operates a Quality Management System that has gained ISO 9001:2015 certification.

The Precise Quality Objectives are to:

- *Enhance customer satisfaction and loyalty by exceeding our customers' requirements and expectations*
- *Maintain a motivated and highly skilled workforce*
- *Strive to deliver defect-free products and exceptional services*
- *Become a recognized leader in our industry*

As an organization, Precise is committed to:

- *Developing and improving the effectiveness of the Quality Management System*
- *Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving and enhancing customer satisfaction*
- *Communicate throughout Precise the importance of meeting customer needs and all relevant statutory and regulatory requirements*
- *Establish the Quality Policy and its objectives*
- *Ensure that the Quality Management Reviews set and review quality objectives, and reports on Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System*
- *Ensure the availability of resources*

Precise constantly monitors its quality performance and implements improvements when appropriate.

The Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Our policy is to meet, and whenever possible, exceed the standards expected by our customers. This can only be achieved by defining, developing, and maintaining a Quality Management System that encompasses all employees, products, and services.

All Precise employees should understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

A handwritten signature in black ink that reads "Scott Pfister". The signature is written in a cursive, flowing style.

Scott Pfister, President and COO