



GREYSTONE
ENERGY SYSTEMS INC

QUALITY POLICY

Greystone Energy Systems' policy is to provide product that conforms to customer and internal requirements. **Defect free products** that are **shipped on time**. We are committed to **continual improvement** and have established a Quality Management System which provides a framework for measuring and improving our performance.

QUALITY OBJECTIVES

- ◆ Maintain justified customer returns and complaints below 0.50%.
- ◆ Maintain internal NCR's below 1.00%.
- ◆ Maintain RMA processing within 4 working days.
- ◆ Maintain order fulfillment rate above 90%.
- ◆ Survey 70% of all critical customers (top 80% of revenue)
- ◆ Maintain ISO 9001 certification

The President & CEO of Greystone Energy Systems Inc. has endorsed the Quality Policy. The policy is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the Quality Policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.

Robin Drummond
President & CEO
Greystone Energy Systems Inc.