

Quality Policy

Greystone Energy Systems is committed to operating responsibly and delivering products that meet customer and internal requirements – defect-free and on time. We continually improve our performance through a robust Quality Management System that ensures compliance with ISO 9001 standards and drives process excellence.

This policy applies to all Greystone operations and employees at our production and headquarters facility. It also serves as a guide for our business partners and stakeholders.

Our Commitments

Greystone is committed to:

- ◆ Meeting or exceeding customer expectations
- ◆ Maintaining compliance with ISO 9001 and all applicable quality standards
- ◆ Driving continuous improvement across all processes
- ◆ Engaging employees in quality initiatives and accountability

Our Objectives

To achieve these commitments, Greystone has established measurable objectives:

- ◆ Keep customer returns and complaints below 0.50% of units sold
- ◆ Maintain internal non-conformance reports (NCRs) below 1.00% of units produced
- ◆ Process RMAs within 4 working days upon receipt
- ◆ Achieve on-time order fulfillment rates above 90%
- ◆ Survey at least 70% of critical customers (top 80% of annual revenue)
- ◆ Maintain our ISO 9001 certification

Greystone will identify quality risks, implement corrective measures, and leverage process improvements and supplier partnerships to ensure product quality and customer satisfaction.

Responsibility

The Quality Assurance Team oversees the Quality Policy and Objectives, ensuring implementation and regular review. However, every employee is responsible for understanding these commitments and applying them within their role.

Quality is a core principle of our business. By embedding this policy and objectives into daily operations, we commit to delivering quality products that exceed customer expectations.



Michael LeBlanc
President & CEO