



J&W INSTRUMENTS, INC.

QUALITY POLICY

J&W Instruments, Inc. has a dedicated quality system in place. This quality system will ensure J&W will provide the highest quality support and the highest laboratory standard of service. This will be achieved through sales, service, testing, calibration, and certification of any and all process controls and associated equipment to all of J&W's customers.

Complete customer satisfaction is our goal and we will achieve this through:

Employment, training, and retention of people who strive for excellence in supporting the total requirements of our customers.

All metrology and service personnel involved in testing and calibration activities will be familiar with the quality documentation, policies, and procedures associated with their work.

All tests and/or calibrations are carried out in accordance with stated methods & client's requirements.

Total quality management, emphasizing involvement of all employees in continuous improvement efforts including ISO 17025 quality programs.

Laboratory management is committed to good professional practice and to the quality of its testing and calibration in servicing its clients.

Engineering and technical services in partnership with our customers.