

# Quality Policy Statement



**At Ballard, Quality is intrinsic to our identity. Our team is empowered to do things right – the first time –to deliver on our customer promise and to continuously improve. We will accomplish this by:**

- Satisfying the requirements and addressing the Quality concerns of all stakeholders in pursuit of our strategic objectives
- Providing the necessary resources to ensure our employees are able to fulfill their responsibilities
- Establishing & communicating effective Quality metrics and targets
- Monitoring the performance of our products and processes to discover improvement opportunities
- Continually improving our Quality Management System

**We will measure our success through the satisfaction of our customers.**

**Randy MacEwen**

**President & CEO**