



Dorfin's Quality Policy

Dorfin Inc. is committed to supplying its customers with high quality products and services at all times.

Dorfin's management's objectives for quality include:

- Servicing our customers promptly and professionally.
- Respecting our contractual obligations by doing the right thing the first time, on time, every time and to the customer's satisfaction.
- Providing confidence to our customers that we will achieve the expected requirements for quality in our products and services.
- Providing confidence to management and personnel that the requirements for quality are being fulfilled and maintained, and that quality improvement is taking place.
- Maintaining and continuously improving the quality of our products and services by effectively controlling all activities to ensure that all quality system requirements, including ISO 9001 (2000), are being fulfilled.

The management is committed to actively and visibly fostering the quality policy throughout the company, covering all activities and all customers.

It will do so by:

- Ensuring that the personnel understand and implement the quality policy.
- Ensuring that the personnel have objectives for quality consistent with the overall company's objectives
- Initiating, managing and following up on the implementation of the quality policy and the quality system.
- Providing adequate resources and training to support the quality system implementation and development.
- Not accepting any deviations from the quality policy
- Reviewing the quality system periodically to ensure its continuing suitability and effectiveness in satisfying the requirements of the international standard ISO 9001 (2000).