



LT Quality Policy

Laird Technologies is committed to delivering Best-In-Class Quality to customers, and the relentless pursuit of 100% Customer Satisfaction and Continuous Improvement.

We will accomplish this by instilling the following principles at all LT operations:

1. **Management Commitment** (Driving Quality & Customer Satisfaction as a competitive advantage)
2. **Ownership for Quality** (Each employee takes ownership and is held accountable for the quality of their product/service and process)
3. **Responsiveness** (< 24 hour response to customers)
4. **WCB practices to drive continuous improvement in our systems and methods** (such as Kaizen, Goal Deployment, 5S, and Mistake Proofing)


CEO


V.P. Global Quality

8/30/04