



Quality Manual

QM

| | |
|----------------|--------------------|
| Revision #: | B |
| Approved By: | Edison Guerra |
| Approval Date: | September 23, 2016 |

ISO 9001: 2015 Quality Manual

QUALITY POLICY

ISO 9001:2015, Clause 5.2

The management of NTFB Combustion Equipment USA, Inc. is operating under the control of a Quality Management System along the lines laid down in ISO 9001: 2015 standards and is consistent with the purpose and context of the organization. This policy provides a framework for setting and review of objectives in addition to our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our quality management system.

NTFB Combustion Equipment USA, Inc. places particular emphasis on obtaining client satisfaction by:

- Responding promptly and accurately to customer inquiries and orders
- A constant pursuit of quality, value, and reliability in the products and services the Company supplies to its customers.
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers
- Constantly striving to meet and where possible exceed its customer's expectations.
- Working closely with its customers and suppliers in seeking to establish the highest quality standards
- Adopting a forward-looking view on future business decisions, which may have an impact on quality.
- Training all members of staff in the needs and responsibilities of quality management.

Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, regulatory and legislative responsibilities.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company bulletin board and Intranet.

| | | |
|---------|---|--------------------|
| Signed: | <i>Edison Guerra</i> | September 23, 2016 |
| |  | <i>12/19/2016</i> |
| | President | Date |