



## **QUALITY STATEMENT**

ZULU Technologies is committed to providing nothing but the best quality products to our customers. We are proud to announce that our products are manufactured in accordance with ISO 9001:2015 standards and any sub-suppliers we may use must either be ISO, ASA-100, or FAA AC 00-56 compliant. We offer up to a 1 year warranty on our tooling and are proud to offer any post consumer technical support.

## **QUALITY PROCEDURE**

### **Order Processing:**

- Review customer purchase order requirements and instructions. Assure all orders are in compliance.
- If any purchase order requirements cannot be met, all exceptions must be submitted in writing for customer approval before processing.

### **Manufacturing Procedures:**

- All customer requirements must be communicated to the Lead Engineer. If any requirements cannot be met, customer must be immediately notified.
- Any deviation or substitution must be approved in writing by the customer.
- All inspections must be performed by specifically trained and designated personnel.
- All tools and/or gauges used are subject to a controlled calibration system.

**Procurement Controls:**

- Maintain an Approved Vendor List.
- All vendors and/or sub-tier suppliers must be ISO certified or compliant.
- All purchase orders must communicate the flow-down of all customer requirements.
- If the supplier cannot comply with the requirements, all exceptions must be approved by the customer in writing.

**Receiving Controls:**

- All incoming products must be thoroughly inspected against any material defects.
- All incoming products must conform to customer specifications.
- All test reports and/or certificates must be retained on file.
- Any product with a material defect or non-conformance must be immediately segregated in a secure area.
- The non-conformance will be immediately communicated to the customer and the supplier for an acceptable resolution. The resolution shall be documented.

**Shipping Controls:**

- All products must be packed sufficiently before shipment to prevent any damage during transit, including any additional customer requirements/requests.
- Certificate of Conformance, calibration certificates & load tests are provided when required.
- Photo records of all outgoing shipments must be kept on file.