



Quality Policy

TurboUSA provides turbocharger parts, repair and service to ship and power plant operators throughout the world. TurboUSA also provides parts to resellers.

Operators value the reliability of our parts and service, our rapid response time (parts & field service engineer availability) and competitive prices. Resellers rely on our competitively priced quality parts.

TurboUSA's goal is to utilize the Quality Management System (QMS), ISO 9001:2015, to document the company's best business practices, better satisfy the requirements and expectations of its customers and other interested parties, and finally improve the overall management of the company.

As TurboUSA is a small company, each of our employees plays a key role in customer satisfaction. Top Management will implement a QMS that provides our employees the direction, training and resources they need to do their jobs properly.

TurboUSA's top management team meets periodically to review the QMS. During these meetings, top management establishes, implements and maintains this quality policy by ensuring that:

- It remains appropriate for the purpose and context of TurboUSA
- It supports our strategic direction
- It provides a framework for setting quality objectives
- We are committed to satisfy customer requirements and regulatory requirements
- We are committed to continual improvement of the QMS

Our quality policy is:

- An available document that is maintained
- Communicated, understood and applied within the organization
- Documented and available to relevant interested parties, as appropriate

The framework for setting quality objectives is defined in the Quality Manual.

The Quality Manager is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public, as appropriate.