

ION is dedicated to providing products and services of the highest possible quality, while meeting the expectations of our customers and delivering exceptional value, in accordance with our agreed strategic objectives.

We believe that every employee shares the responsibility for quality and quality improvement. Accordingly, ION is committed to communicating our Quality Policy and Quality objectives throughout the company, to ensure that all employees understand their accountability for the implementation of our QMS and that their active participation will drive a continuous improvement culture throughout the organization.

Defined processes and controls will be systematically implemented across the organization to allow ION to consistently:

- Optimize production processes and service offerings through planning, resource management, equipment efficiency and employee competency.
- Establish measurable targets to monitor progress towards achievement of defined objectives.
- Monitor, audit and review our QMS to identify areas to continually improve performance.
- Exceed our customers' expectations by ensuring appropriate two-way communications are maintained to enable us to fully understand and fulfil requirements.
- Review and monitor legal and client requirements, international standards, industry regulations and best practice to ensure compliance, as well as to identify opportunities for continuous update and improvement of our QMS.
- Ensure that our employees are competent to deliver products and services to the highest standards of quality.
- Train our employees to identify and improve processes as required, so as to effectively respond to changes in customer needs and expectations.
- Reward employees for their initiative to identify and their efforts to implement opportunities for improvement to the quality of our product and service offerings.
- Operate our company under the disciplines and controls of our Business Management System and in accordance with the current ISO 9001 standard.

As part of the assurance, review and learning element of ION's Management System, this policy shall be regularly reviewed to ensure relevance to our constantly changing work environment.



R. Brian Hanson  
President & CEO