

## SCOPE

This Quality Manual applies to the RACSA / Wren facility located at Arroyo Tlaloc No. 22, Col. Santa Isabel Industrial, 09820 Mexico D.F.. This Quality Manual is RACSA / Wren's top-level document in its TS 16949:2002 based QMS as well as applicable customer standards.

RACSA / Wren supplies products and services according to established written procedures complying with TS 16949:2002 requirements; as well as government, regulatory and Registration Body authorities, where applicable; and/or to specific customer contract requirements. Where conflicts exist, customer contract requirements will prevail.

RACSA/Wren's core business is Spring Wire Forms, Stampings, Assembly, and packaging, therefore RACSA / Wren offers no design or development services and can take an exclusion of the TS 16949:2002 Product Design & Development.

RACSA/Wren does not design or develop products. Customers specify all product characteristics. Our engineering activities are limited to design and development of manufacturing processes and thus ISO/TS 16949 clause 7.3 shall be applied only where relevant to the design of manufacturing processes and assisting the customer with prototype parts.

## PROFILE

**RACSA / Wren** located in Mexico, D.F. provides spring wire forms, metal stampings, assembly and packaging services to the automotive industry.

## MISSION

The mission of **RACSA / Wren** is to provide a complete menu of value-added manufacturing services from which our customers can choose, giving them a competitive advantage in time to market, technology, flexibility and total cost.

## VISION

The associates of **RACSA / Wren** strive to establish themselves as the best supplier to our customers.

## QUALITY POLICY

“**RACSA / Wren’s** commitment is to meet or exceed customer requirements through continual improvement with a quality product and on-time delivery.”

## QUALITY OBJECTIVES

1. 0% Field Failures
2. 100% On time delivery
3. Reduce Internal Scrap by 2%

ACSA

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REBORTES Y ESTAMPADOS  
S DE R.L. DE C.V.

Signature: \_\_\_\_\_

Name: David Warner

Title: President

Date: 5/23/08