

## PURPOSE

**Wren Industries** developed and implemented a Quality Management System to better satisfy the needs of its customers and to improve management of the company. The Quality Management System complies with the TS 16949:2002 standard.

The purpose of this Quality Manual is twofold:

- ◆ To document the **Wren Industries** Quality Management System, while also serving as an overall reference in the implementation and maintenance of that system.
- ◆ To demonstrate to customers and certification agencies that our Quality Management System has been systematically planned and complies with the quality system requirements of TS 16949:2002.

## SCOPE

This Quality Manual applies to the **Wren Industries**' facility located at 265 Lightner Road in Tipp City, Ohio 45371. This Quality Manual is **Wren Industries**' top-level document in its TS 16949:2002 based Quality Management System, as well as applicable customer standards.

**Wren Industries** will provide 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.

**Wren Industries** has one, major permissible exclusion to the TS 16949:2002 standard:

- 1) Product design and development

**Wren Industries** 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

**Wren Industries** is an automotive industry supplier of metal stamped parts and injection molded parts. The company is located in Tipp City, Ohio and has warehouses in the Dayton, Ohio area. These warehouses store documents, spare parts, raw materials and customer owned tooling.

## MISSION

The mission of **Wren Industries** is to meet customer requirements and increasing customer satisfaction through continual improvement of its products, services, and the Quality Management System.

## VISION

The associates of **Wren Industries** strive to be recognized as the best supplier to our customers.

## QUALITY POLICY

“Wren Industries is committed to exceeding customer expectations with a quality product and on-time delivery.”

## QUALITY OBJECTIVES

1. Zero percent field failures
2. Maintain or exceed 98% internal conformance
3. One-hundred percent on-time delivery
4. Reduce PPM's to an annual average below 10

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

Name:

Michael R. Tanner

Title:

President

Date:

9/6/07