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## Quality Policy

The Test Connection, Inc. (TTCI) understands that its market expects a continually improving service. For this reason, TTCI strives to meet or exceed the requirements for test program development and test services that we provide. TTCI aims to achieve this through the implementation of a Quality Management System (QMS) that complies with the international standard of good practice ISO 9001:2015.

TTCI is committed to meeting the requirements of our customers, as well as all applicable legal and regulatory requirements. Our improvement goals are furthered through continuous learning, customer feedback, and ongoing improvement to the QMS itself. Only through providing an outstanding service will we achieve our goal of long term success and sustained improvement.

All personnel within the company are responsible for the quality of their work. TTCI provides training and has established systems to assist all personnel to achieve the required standards. While we endeavor to produce work and offer a service that we can be proud of, we must recognize that perfection is not achievable. When a complaint is filed, a thorough investigation is performed in order to determine the root cause of the problem and how to best mitigate the chances of it reoccurring.

The General Manager is responsible for monitoring the QMS's status, implementation, and effectiveness. The procedures necessary to achieve the required standards are described in our Quality Engineering Procedures (QEPs), which are listed in the QMS Plan. Objectives for individual projects are outlined in the Statement of Work for each project.

President:  \_\_\_\_\_

The President of The Test Connection, Inc. has formulated the Quality Policy. The Policy is explained and discussed during general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means as it pertains to their job or position within the company.



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Revision History		
Revision	Date	Initials
A	3/30/2023	NLHR