



Dear:

Thank you for your request for information regarding our ISO 9001:2015 certified Quality Management System. Flexcon first achieved ISO 9001 certification in January 1994 and has successfully maintained it ever since. This certification recognizes that our Quality Management System complies to the ISO standard that addresses both product and service quality. Our system is audited annually by an accredited registrar. Internal audits are conducted monthly against the ISO 9001/2015 standard.

Since 1986 Flexcon has been involved in a hands-on quality process. Quality was adapted from the Quality Improvement Process of Philip Crosby Associates and is geared toward prevention.

Our materials supplier quality is based on mutually agreed upon specifications and demonstration of compliance. Our product quality system focuses on process standardization and control with in-process audit and product evaluation. Further, our quality resources are deployed to manage our prevention activities in order to minimize the risks of a process on product performance failures. We use Statistical Process Control (SPC) methods throughout our processes and quality activities.

We recognize our customers may need to have vendor surveys completed and on file to satisfy ISO 9001 or other end user requirements. To facilitate this process, Flexcon has reviewed the various surveys sent in and developed a standard survey: Flexcon Company Vendor Survey addressing general information and the principles in the ISO standard. We have made an improvement and decided to streamline this process even further by making this survey available for download on the quality page of our website <https://www.flexcon.com/capabilities/agency-compliance>. In this way you will be able to retrieve this information anytime at your convenience.

If you need any additional information, please feel free to call me.

Sincerely,

Flexcon

A handwritten signature in black ink, appearing to read 'Jon Harwood Jr.'.

Jon Harwood Jr.

Vice President of Quality

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