



External Providers ISO Awareness

Century Seals, Inc. (CSI) is ISO 9001 certified. In order for us to continue providing our customers with the highest level of quality and satisfaction we need you to understand what that means to us.

ISO (International Organization for Standardization) is a network of standards organizations from 180 countries with a central office in Geneva, Switzerland, that coordinates the system. ISO develops a variety of standards for management systems to help operate an organization. The ISO 9001 Quality Management System is the most popular management system ISO publishes. ISO enables a consensus to be reached on solutions that meet both the requirements of business and the broader needs of society. Although global, they must allow for compliance to laws in all local geographies.

A Quality Management System (QMS) determines and continuously improves a company's quality performance. Also, as a management system, it details what CSI does to manage its processes or activities so that its products or services meet the organization's objectives. CSI's Quality objectives are as follows:

- ❖ *To monitor and track on time deliveries, implementing actions designed to improve lead times.*
- ❖ *To monitor and track scrap produced, implementing actions designed to reduce scrap cost.*
- ❖ *Century Seals will monitor and track customer satisfaction, implementing actions to improve customer satisfaction.*

These objectives go hand in hand with our Quality Policy which states:

Century Seals, Inc. is committed to achieving sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers. Century Seals, Inc. is committed to comply with the requirements of ISO 9001 and is committed to continually improve the effectiveness of our ISO 9001 Quality Management System. This will be achieved through the following:

- ❖ *Providing our customers with the highest quality products and services.*
- ❖ *Providing those products and services on time.*
- ❖ *Providing open communications with our customers and suppliers.*
- ❖ *Providing a system of Continuous Quality Improvement.*
- ❖ *Providing our customers with the best value for our products and services.*

Externally provided products or services such as yours remain within the scope of our QMS and our company is ultimately responsible for any impact they may have on our products and services. As such, CSI requires you to be aware of our ISO certification and to be conscientious of our quality objectives and policy while performing your job. If you have any concerns or questions, or if your products or services could have an impact on our work here at CSI, please notify your contact within our company as soon as possible.

Company:

Service/Product Provided:

Print Name:

Signature:

Date: