

CTDI Corporate Quality Policy

CTDI is committed to the highest standards of quality in all aspects of our business. Through our **continuous improvement mindset**, CTDI strives to “**Set the Standard**” in quality, service, technical innovation, and customer satisfaction.

This policy is formally endorsed by our CEO and COO, underscoring leadership’s commitment to quality improvement throughout all levels of our organization. Every CTDI employee is expected to take ownership of their own quality and adopt a mindset that ensures customer requirements are met **the first time, every time**.

CTDI recognizes that quality is a cornerstone of our company’s long-term strategy and helps set us apart from our competitors. In supporting this strategy, CTDI’s Quality Policy is as follows:

Quality Policy:

CTDI strives to “**Set the Standard**” in quality, service, and customer satisfaction through our continuous improvement mindset. Ownership of quality resides with each employee. Therefore:

- **Take ownership of the quality you produce.**
- **Do not accept, create, or pass on defects.**
- **Strive to meet customer requirements the first time, every time.**

Quality Objectives:

To support CTDI’s Quality Policy, the following objectives guide our continuous improvement efforts:

- Customer-specified KPIs, including quality and delivery performance.
- CTDI internal performance and quality metrics.
- Project-based continuous improvement initiatives, as appropriate.

Since our inception in 1975, quality has been a cornerstone of CTDI’s growth and success, and it remains a key driver of customer satisfaction and long-term strategy. CTDI is committed to quality and continuous improvement throughout all aspects of our business.



Brian Parsons, President & CEO



Michael Parsons, Vice President & COO