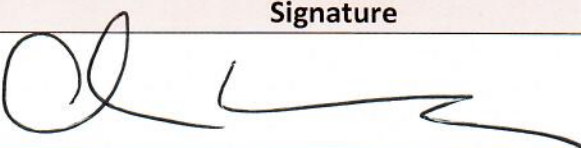


BLACK DIAMOND	QUALITY MANAGEMENT SYSTEM		Document No:	001-QAA-POL-1102
	Document Management System (DMS) Procedure		Revision No:	0
	"Quality Policy, Supporting Objectives & KPI's"		Revision Date:	01/20/20
Prepared By: Quality Assurance Manager		Approved By: President	Page:	1 of 1

Purpose / Scope of Company Policy

Purpose: This article defines the Company's "Quality Policy", (KPI's), which are supported by their "Quality Objectives".

Quality Policy, Objectives and Key Performance Indicator's (KPI's)			
Num	Quality Policy	Supporting Quality Objectives	KPI's (Measurement)
Satisfying Customer (Customer Satisfaction)			
1	Delivering consistent and reliable quality products and services on time which meet requirements and exceeds our customer's expectations.	Understanding customers' requirements, both internally and externally, and management commitment to providing the highest quality products/services.	A Customer satisfaction surveys.
			B Market based feed-back.
			C Promoting quality awareness to all employees, partners and stakeholders.
Achieving Compliance (Technical Conformity)			
2	Conforming to compliance and regulatory requirements as mandated by government, customers, and the industry we service; conducting our operations ethically at all time.	Maintain knowledge base of business, legal and scientific & technical requirements stipulated by Clients and Governing bodies;	A Management reviews.
			B Internal/External audits.
			C Trend analysis of NCR's, CAR's & PAR's.
Respecting Colleagues			
3	Treating our fellow employees, suppliers, contractors, customers and shareholders with respect and valuing their contributions;	Training/mentoring our employees to promote teamwork, enhance their skills, knowledge and technical competency to achieve Company and individual objectives;	A Implementing effective training & mentoring program.
			B Internal & external audits.
			C Product & service innovation development.
Continuous Improvement			
4	Assessing and improving our systems, process, and people to enhance our innovative, value-added products and services on a continuous basis;	Process approached monitoring of the QMS system performances by factual analysis based for effective decision making and continual improvements;	A Trend analysis of NCR's, CAR's & PAR's.
			B Internal audits of QMS system.
			C External customer audits.
			D External regulatory audits.
			E Employee Input.
Supporting Community			
5	Engaging with our community and maintaining an effective social responsibility strategy	Commitment to behave ethically and contribute to development of the quality of life to the workforce and their families as well as the local community;	A Environmental management plans.
			B Promotion of volunteerism.
			C Community engagement activities.
Signature Authorization (Officer of the Company)			
6	Name / Title	Signature	Date
	Christopher Biggerstaff / CEO		January 12, 2022