5.2 POLICY

5.2.1 ESTABLISHING AND COMMUNICATING THE QUALITY POLICY

Critical I/O has established, implemented, and maintained the Quality Policy in 5.2.2 below to promote and maintain a high standard of product integrity, customer satisfaction, and set quality objectives. Executive Management is committed to satisfy applicable requirements. The Quality Policy is appropriate to the purpose and context of Critical I/O and supports its strategic direction as shown below per the Vision, Mission, and Strategic Plan. The President's role and responsibility further enhances the development, support, and adherence to a structured Quality System within the company. Executive Management is committed to continually monitor and improve the Quality Management System and Quality Policy by reviewing it periodically during management review meetings.

Critical IO Management ensures that appropriate communication processes are established, and that communication takes place regarding the effectiveness of the quality management system. The Quality Policy is communicated to all employees via training, internal communications, and annual employee review meetings. The Quality Policy is available to interested parties on the company webpage. The Quality System Manual is available to interested parties upon requests.

Vision:
The goal of Critical I/O is to be the leading developer & supplier of COTS products which provide the highest capacity & performance solid state data storage products, as well as market leading high speed network interfaces for embedded avionics and embedded computing applications. Building on a long history that spans over 20 years of expertise and market focus, the Critical I/O team will continue to be guided by its long held values of: Excellence, Customer Satisfaction, and Respect for its Employees.

Mission:
Critical I/O is in the business of design, development, manufacturing and support of advanced solid state storage solutions, and embedded high speed networking interfaces tailored for the specific needs of embedded and real time applications for customers worldwide. The Critical I/O organization, employees, and partners are proud to offer enduring products that are innovative, cutting edge and focused on the needs of the customer. By leveraging commercial technologies and adapting them to the unique requirements of the embedded computing market, Critical I/O provides advanced technology which enables our customers to deliver market leading products and solutions to their customer base.

Strategic Plan:
1. Build and maintain the engineering staff required to ensure for the most innovative and reliable product;
2. Continue to expect the highest level of product quality and conformance to internal and external requirements;
3. Maintain and/or acquire external parties (suppliers) that will fully comply with Critical I/O expectations relative to On-time delivery, product quality and QMS system requirements;
4. Develop and / or maintain a training program that ensures its employees understand and comply with process guidelines that will contribute to conformance to customer and Critical I/O requirements; and
5. Promote task / activities that further contribute to design enhancement / innovation.