

## **Burkart-Phelan, Inc. Quality Policy**

*Primarily a manufacturer of flutes and piccolos, Burkart-Phelan Inc. is known by our customers for building superior musical instruments. Our customers' demand for well-made, customized instruments drives our commitment to customer satisfaction and continuous improvement of the products we produce and all internal operating procedures.*

This will be achieved through:

- Considering the setting of our organization and regulating the Quality Management System to the essential bearing of Burkart-Phelan, Inc.
- Listening to, meeting, and exceeding the expectations of our customers, as well as continual enhancement of customer satisfaction while meeting any regulatory requirements
- Management of Burkart-Phelan, Inc. as well as fulfilment of quality standards
- Defining, implementing, and upholding continuous improvement of effectiveness of Quality Management System – ISO 9001:2015 by embracing continuous improvement as a part of all operations
- Implementation and tracking of continuing employee training
- Efforts to increase the quality of musical instruments produced
- Thorough testing and quality control of every instrument prior to leaving Burkart-Phelan, Inc.
- Documenting and maintaining all policies in our Policy and Procedures Manuals
- Making a positive impact on the flute and piccolo community by providing authoritative information through educational outreach
- The use of sustainable practices designed to reduce the environmental impact of Burkart-Phelan, Inc.

The policy, organization, and procedures to achieve the required standards are described in the Quality Manual.

Support Team Members (Management Team) are responsible for communicating the Quality Policy to all persons working for the organization and making it available to interested public parties.