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5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The top management of Damen Carbide Tool Co is committed to the development and improvement of the Quality Management system by:

- Communicating the importance of meeting customer, regulatory and legal requirements
- Establishing annual quality objectives
- Establishing the quality policy
- Conducting management reviews in accordance with Paragraph 2.6 of this QMS.
- Ensuring the availability of necessary resources in accordance with Section 3.0 of this QMS.

5.2 Customer Focus

Damen Carbide Tool Co. strives to identify current and future customer needs to meet customer requirements and exceed customer expectations.

Top management ensures that customer requirements are understood and met, by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization.

5.3 Quality Policy

Top management has established the following quality policy.

Damen Carbide Tool Company is committed to understanding and meeting the needs of our customers. It is the responsibility of all employees to achieve continuous improvement in all aspects of our business to deliver the highest quality products and services.

Top management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization.