



MISTRAS

*Products & Systems
Division*

QUALITY POLICY

It is the policy of MISTRAS Group, Inc. to provide products and services that meet the requirements of clients, regulators, as well as applicable codes, standards and specifications. Executive management is committed to this quality assurance program as an operational foundation and a critical component of the organization's strategic direction. In an extremely competitive environment, it is critical that MISTRAS Products & Systems rise above the competition by providing instruments and services that meet the highest industry standards. It is the purpose of this quality assurance program to assure that these standards are consistently met.

Risk-based thinking guides the organization in eliminating deviation from planned results, providing consistent product and service quality. It is the obligation of divisional management to establish a proactive culture determined to:

- **prevent unintended results**
- **improve processes**
- **obtain and retain client confidence and satisfaction**

MISTRAS Products & Systems is dedicated to conduct business in a responsible manner and to never be satisfied with maintaining an adequate level of quality, but to constantly strive for improvement.

Safety Conscious Work Environment

Management is committed to provide a Safety Conscious Work Environment: an environment where employees are encouraged and feel free to raise questions or concerns without fear of harassment, intimidation, retaliation, or discrimination.

DAVID KASKIE

Vice President, Products & Systems Division