

Quality Assurance Statement

May 11, 2022

The mission of the Quality Assurance Department is to maintain the highest level of customer satisfaction through continuous improvements in product quality, product delivery, and customer service.

The company implements a Quality Assurance (QA) program that supports our product manufacturing operations in several ways.

Product development testing and validation

The QA department provides test plans and procedures based on product requirements and implements validation testing of new products prior to turnover to the manufacturing department.

Received goods and supply chain quality

The QA department has responsibility for ensuring the procedures and processes associated with the purchasing and receipt of components and sub-systems result in the integration of components that meet the quality standards of our products.

Production and finished goods quality

The QA department provides processes and procedures to support production that ensure that products are tested and verified to meet our quality standards. This includes product configuration and test procedures as well as production documentation control and product configuration management processes.

Best regards,

A handwritten signature in black ink, appearing to read 'Dana K. Martin', written in a cursive style.

Dana K. Martin
Director of Quality Assurance
SymphonyAI Industrial