

## Appendix 1

### QUALITY STATEMENT

**Our company** is committed to quality. To this end, we pledge the following:

- A focus on satisfying customers needs;
- Compliance with applicable construction codes, regulations, safety requirements, and good workmanship practices;
- Fulfillment of contract requirements in their entirety;
- Direction of work crews by qualified foremen; performance of inspections by qualified inspectors; and continuous quality improvement and the prevention of defects.

#### **Quality Responsibilities**

Quality is everyone's responsibility. **Everyone** is personally responsible for:

- Adhering to quality system policies and procedures;
- Using only approved materials and construction procedures;
- Ensuring that materials and equipment are in good condition; and
- Ensuring personal safety and the safety of others and stopping work if conditions are unsafe.

**Foremen** responsibilities include all the above, as well as:

- Conducting job site inspections and accurately recording job activity.
- Ensuring the correction of all deficiencies and non-conformances.
- Each job meets government regulatory and code requirements, builder requirements and contract specifications, company quality standards and specifications.
- All projects are completed timely per plans and specifications.

**Area Construction Managers** responsibilities include all the above, as well as:

- Random job site checks on the effectiveness of the quality assurance program.
- Communication between field, office, and builder regarding the quality issues.

## RIDGEWAY PLUMBING QUALITY ASSURANCE SYSTEM

**Quality Assurance Inspectors** have additional responsibilities for certifying:

- Field inspections for conformance to the quality assurance program.
- Conducting job surveys and accurately recording job activity.
- Ensuring the correction of non-conformances.
- Field training of all personnel.
- Assisting the Quality Assurance Manager in the administration of this quality assurance program.

**Estimator** has additional responsibilities for certifying the following:

- Reviewing all contract documents for accuracy.
- Maintain all material and installation information for reference.
- Act as a consultant to the Quality Assurance Manager.

**Engineer** has additional responsibilities for the following:

- Review all blueprints and plans for conformance to the code and quality issues.
- Maintain accuracy for the field installation.

**Quality Assurance Director** has responsibility, which includes the following:

- Ensuring the overall effectiveness of the quality assurance program.
- Ensures the company conformance with the quality assurance requirements.
- Acts as the company liaison with all parties outside the company.
- Reports to senior management on the performance of the quality assurance system, including its deficiencies.

---

Greg Kozan  
Chief Executive Officer

---

Gary Kozan  
Chief Operating Officer

---

Jim Howard  
Quality Assurance Director