

## QUALITY POLICY

As an ISO 9001:2015 certified organization, Array takes pride in striving for the highest quality for our customers and supply chain partners. Our Quality Management System (QMS) is designed to ensure consistency in quality for each product we supply. The QMS controls our daily operations as well as our continuous improvement practices.

Key aspects of our QMS include:

- Formal processes to assess the quality, safety, environmental impact, and reliability of every product.
- Voice of the Customer and Market Positioning feedback to align with the needs and expectations of interested parties.
- Cross-functional expertise that drives the design and production of our products to comply with relevant regulations and standards in the jurisdictions where we operate.
- Global awareness programs and trainings that serve to educate and advance our industry knowledge.
- Tracking of key quality performance indicators with periodic stakeholder reviews to demonstrate progress.

Our quality objectives focus on risk reduction, opportunity enhancement, and effective process control, both internally and externally. Our QMS is designed to ensure our components consistently meet established standards and specifications, as well as prevent defects throughout all phases of production and assembly.

We seek to achieve rigorous quality standards through:

- Internal quality auditing to ensure our operations support Array's mission, vision, and values, while seeking opportunities to continuously improve.
- Robust supply chain auditing practices to qualify external suppliers and ensure existing suppliers maintain our quality standards and compliance with all applicable laws.
- Production part approval processes to verify effective and sustainable manufacturing practices for each part.
- An active corrective action process to investigate root causes and prevent occurrence and recurrence in similar situations.
- Field inspection and service technicians for quick response to any concern raised by our customers in the very same location where they occur.

Array's Quality Policy can be summarized as:

**By pursuing the Array Mission, Vision, and Values and complying with applicable requirements, as well as focusing on a continuous improvement culture, we strive to improve quality and increase customer satisfaction.**

Array's Quality Policy is readily available to all officers, employees, agents, contractors, stakeholders, and interested parties, and is periodically revised for continuous adaptation.

[arraytechinc.com](http://arraytechinc.com)

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