 <b>ISO 9001-2008 PROCEDURE</b>	<b>PROCESS OWNER</b> Managing Director			
<b>PROCEDURE TITLE:</b> Management Commitment	DOCUMENT NUMBER: ISO_5-1	REVISION LEVEL: Final	REVISION DATE: 11/19/08	Approval: Managing Director

**Purpose/Scope:**

This policy defines the commitment and active involvement of the Washtenaw County Road Commission Management Team in establishing, supporting, and maintaining the company quality system.

**Responsibility:**

The WCRC Managing Director, Directors and Quality Systems Management Representative are responsible for ensuring the quality system is effectively implemented and continually improved, including providing the necessary resources to support the quality system.

**ISO 9001:2008 Reference:** 5.1 - Management Commitment

**Policy:**

The WCRC Senior Management team has adopted the requirements and principles of quality management as documented in ISO 9001:2008, Use of Quality Management Principles.

Leadership

WCRC Senior Management team is responsible for establishing direction of the quality system including maintaining a documented quality policy. They shall be actively involved in the development, management, maintenance and improvement of the quality system. A member of Senior Management will be appointed by the Managing Director to serve as the Quality System Management Representative.

Involvement of People


It is our policy to communicate quality and operational performance data to employees to assure that they understand how their performance contributes to the overall quality of our services and customer satisfaction. This will establish the expectation that quality is the responsibility of each employee.

Process Approach

WCRC has developed our macro business flow chart to define the important business and quality processes including their sequence and interaction across the business. These processes have been documented as procedures in the quality system. Each procedure defines the sequence of activities, responsibilities and important links with related processes.

System Approach to Management

The Management Review process includes a review of all business and quality system process measures. WCRC performance data includes quality performance and customer satisfaction. The Management Review process, Business Planning, Analysis of Data, and Continual Improvement are considered parts of an integrated system to assure that quality is imbedded into our business practices.

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### Continual Improvement

Continuous improvement is linked to the operations review and business planning (Refer to Management Review, and Business Planning). Each month, the Managing Director and Directors review performance measures relating to key business and quality systems and identify opportunities for improvement. Action plans shall be developed to address the prioritized opportunities. Annually, Senior Management conducts a year-end review of performance measures to determine longer-term continuous improvement opportunities.

### Factual Approach to Decision-Making

The WCRC Business Operating System defines the important business and process performance measures. These measures are reviewed monthly and annually and compared to planned targets (Refer to Analysis of Data – 8.4.0). Business planning and reviews shall consider the quality system performance measures prior to implementation. Upon implementation of improvements new monitoring measures may be necessary to validate their effectiveness.

### Mutually Beneficial Subcontractor Relations

Our subcontractors are vital to the success of our business. Subcontractor relationships are based upon mutually established qualifications as well as respect and integrity. We will work with our subcontractors collaboratively to improve our services to customers. Subcontractor performance shall be monitored and the results are used to make future subcontractor decisions.

This formal Management Commitment is hereby adopted by the Washtenaw County Board of Road Commissioners and the employees of the Washtenaw County Road Commission on this date, December 02, 2008, per Resolution No. RC08-436.