

	<b>ISO 9001-2008 PROCEDURE</b>	<b>PROCESS OWNER</b> Managing Director		
<b>PROCEDURE TITLE:</b> Quality Policy	DOCUMENT NUMBER: ISO_5-3	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 Senior Management in establishing, supporting, and maintaining the company quality system.

**ISO 9001:2008 Reference:** 5.3 - Quality Policy

**Policy:**

The Washtenaw County Road Commission has long been recognized for its leadership among county road commissions and other transportation agencies in the State of Michigan for proficiently planning, funding, and performing the highest quality services to assure that the county road system is a reasonably safe and convenient system for the traveling public in Washtenaw County.

Whereas, the Board and staff of the Washtenaw County Road Commission are committed to continuing our ongoing efforts to:

- Enhance the safety, condition, and mobility of our road system;
- Integrate quality management principles and openness into our business processes and decision-making practices;
- Further establish ourselves as leaders amidst every aspect of the Michigan transportation industry;
- Provide unsurpassed customer service by satisfying the needs and expectations of our customers in the most timely and efficient manner possible;
- Establish effective and efficient policies, procedures, and quality standards, and ensure compliance of them, for the benefit our customers and to prolong the service life of the county road system;
- Identify alternative revenue sources, implement continual cost-saving measures, and demonstrate conscientious and ethical fiscal responsibility in the use of public funds;
- pursue continual technological advancement so as to provide state-of-the-art services;
- Comply with all applicable state and federal regulatory requirements; and
- Uphold our principles, policies, practices, and responsibilities as public servants in the highest moral and ethical manner possible, being ever conscious that in representing this public agency, we must honor public trust.

This formal Quality Policy is hereby adopted by the Washtenaw County Board of Road Commissioners and the employees of the Washtenaw County Road Commission on this date, December 2, 2008, per Resolution No. RC08-436.