



## Opgal's Policy

Opgal is committed to excellence in the development and marketing of advanced thermal and other electro-optical solutions in a variety of spectral ranges, for defense and commercial markets. As a global market leader, Opgal's Management Team puts the highest emphasis on customer satisfaction, and invests substantial resources to assure all products meet the highest quality and reliability standards.

Opgal's underlying strategic foundation is that long-term viability and profitability are derived from high customer satisfaction, as manifested in the intimate relationships formed between the Company and its customers over a long period of time. Such relationships build on a high degree of trust resulting in customer loyalty to Opgal and its products, and entail an ongoing dialog regarding needs and solutions, as well as cooperation in achieving common objectives in the ever-changing marketplace.

Additional building blocks relevant to the Company's long lasting success are: its competitive advantage in providing a high-quality and accurate response to customer needs, the relevant technological innovation applied to resolving issues as they arise, the Company's control over the supply chain and its influence on its suppliers (not only regarding pricing, but also in respect to processes and quality), and the low total cost of ownership of its products – a function of both product reliability and efficiency of the service organization.

Accordingly, a Quality Management System has been implemented to meet the AS 9100:2009 requirements for Aviation, Space and Defense Organizations (incorporating also the ISO 9001:2008 requirements).

The Company makes every effort to better understand customer needs and expectations and to ensure that its products meet the relevant legal requirements, industry standards and contractual specifications.

The Quality Organization at Opgal provides tools and methods to assure highly qualified customer interaction processes, effective research & development processes, high standards of product quality, timely delivery, and effective post-sales service & support.

The Company strives to continuously improve its Quality Management System by setting annual quality objectives and measures.

The Management Team is highly involved in the key quality processes, and expects all managers and employees to continuously improve the quality of their output, as an important high-priority means to achieve future business objectives.