



But don't take it from us... take it from NASA

December 5, 2016

Good afternoon Mr. Christopher J. Toomey...and to the Glenair Family

On behalf of the NASA Launch Services Program (LSP) and the Safety and Mission Assurance Division (SMA), I would like to express sincere appreciation for the hospitality afforded our NASA team... last week. It is obvious that your company takes pride and recognizes the value in meeting and even exceeding the intents of the Aerospace Standard AS9100. We came away with a positive sense in the partnership.... You have a remarkable campus facility and a remarkable employee team there in Glendale, and I am sure, throughout your vast network of offices and facilities around the world as well. The Quality leadership has done an outstanding job implementing a working Quality Management System around your successful business model. Thank you for recognizing the importance of this particular supplier audit to NASA..., as we seek crucial information relative to the NASA Certification....

... I would like to express some of the other very positive comments that our team came away with regarding this audit. All of your employee team should take pride in the quality of your finished product line for your customers. To that end, here is a listing of but a few of our team's observations during the audit process:

- 1. Welcoming hospitality to customers
- 2. Informative Corporate Overview Presentation
- 3. Positive Employee Attitudes about the workplace
- 4. Informative and thorough process walk-downs
- 5. Informative and thorough production facility walk-downs
- 6. Processing area cleanliness and 5S organization

- 7. Timely Corrective Action and effective Preventive Action plans
- 8. Top Management involvement and participation in the QMS AS9100 processes
- 9. Expertise of the employee team members
- 10. . . . and the ability of a randomly selected employee to express the Quality Policy and what it means to him in his position with the company

A formal compilation report is in work, and should reflect the over arching positive note, which recognizes that the audit at Glenair had no Major and no Minor findings whatsoever. Please forward to any appropriate team members who have contributed to this successful audit.

Respectfully,

Paul Cloues, NASA Quality Engineer NASA Launch Services Program Safety and Mission Assurance, SA-D Analysis Planning and Test (APT) Research

Chris Toomey