

# QUALITY ASSURANCE MANUAL



Franklin Research Center  
A Division of The Franklin Institute

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## QUALITY ASSURANCE MANUAL

### SECTION 2. STATEMENT OF POLICY

Section 2

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Approved By

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Concurred By

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Dr. T.S. Hermann, President

The Quality Assurance Program described in the Franklin Quality Assurance Manual has the unqualified support of Corporate Management.

Franklin has a deep sense of responsibility in assuring that technical services rendered to governmental and industrial clients are in accordance with contractual specifications and in compliance with applicable codes and regulations.

The President of the Franklin Research Center is responsible for establishing and executing its Quality Assurance Program. The Manager of Quality Assurance is responsible for development and documentation of the Quality Assurance Program including control of the Quality Assurance Manual. He has direct access to the President, and reports on the status and adequacy of the Quality Assurance Program as required.

The Manager of Quality Assurance has been assigned the responsibility of enforcing the Franklin Quality Assurance Program, and has the authority to define quality problems and initiate corrective action. If differences of opinion develop between the Manager of Quality Assurance and Department Directors regarding Quality requirements, they shall be referred to the President to assure resolution without compromise of Quality requirements.

The Quality Assurance Program described in our Manual provides approved procedures for the control and documentation of materials, equipment, and services on projects that contractually require compliance with specific standards, codes, and regulations.

The Quality objectives of these projects are achieved through the technical and scientific qualifications of our staff and its dedication to superior performance.

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