

# QUALITY POLICY

**QUALITY & CPI**  
MEASURE • LEARN • IMPROVE

The Operating System Requirements (OSR) is Fluor's quality manual and is the basis for compliance with ISO 9001. The term Operating System is synonymous with the terms quality system or quality management system.

Fluor is committed to meeting statutory, regulatory, and internal requirements through excellence in execution and continually working to improve the effectiveness of the Operating System. We deliver Client service excellence by meeting the following objectives:

- ▶ Winning work with proposals that meet Fluor and Client requirements
- ▶ Executing work with excellence based on established procedures to meet Client expectations
- ▶ Continuously improving our service offerings

The management review process defined in Practice 000.042.0033, Management Review, will verify compliance with these objectives on a regular basis and recommend any needed changes.

Every Fluor employee is required to read, understand, and apply the requirements included in the OSR that are applicable to their work and may offer feedback and suggestions for improvement to practices, work processes, and systems.



**David E. Constable**  
*Chief Executive Officer*  
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