

# QUALITY POLICY



**Department:** ISO Quality **Version Date:** 04.01.2025

Hawaii Volcanoes Lodge Company, LLC operates in small to medium-sized National Park operations, where we are committed to maintaining an operating environment that upholds the consistent delivery of excellent products, while sustaining the highest level of customer service.

Hawaii Volcanoes Lodge Company, LLC follows internationally recognized standards for quality management (ISO 9001). We fulfill this commitment by setting, reviewing, and achieving goals and objectives in the areas of customer satisfaction and contracting agency requirements. We also continually improve processes and procedures using industry standards to ensure efficiency and effectiveness at all levels of service.

Hawaii Volcanoes Lodge Company, LLC adopts the definition that quality is the consistent delivery of pre-determined standards. We strive to set standards that when exceeded, enhance the performance in all areas of the company.