

U. S. Department of Energy
**STRATEGIC PETROLEUM RESERVE
PROJECT MANAGEMENT OFFICE**
New Orleans, La.

POLICY

SPRPMO P 414.1B

APPROVED: 03/06/06

SUBJECT: QUALITY POLICY STATEMENT

1. **PURPOSE AND SCOPE.** The purpose of this Quality Policy Statement is to confirm the commitment of the Department of Energy (DOE) Strategic Petroleum Reserve (SPR) Project Management Office (PMO) to the goal of quality in all PMO activities. The scope of the Quality Program at the SPR is delivery of safe, reliable products and services that meet or exceed the customer's requirements, needs, and expectations and to improve processes which will increase productivity and cost savings.
2. **POLICY.** The SPR is committed to demonstrating and promoting excellence and continually improving processes, products, and services to better satisfy our customers' needs and requirements.

The SPR Quality Program integrates quality requirements into all levels of management and work practices. In addition, we employ the Malcolm Baldrige National Quality Award Criteria and International Organization for Standardization (ISO) 9001-2000, Quality Management Systems as principal bases for the continuous improvement of organizational effectiveness. Our Quality Program is based on DOE Order 414.1C, Quality Assurance, which contains 10 criteria. We will focus our resources on those activities that pose the greatest risks and stand to benefit the most from improvement opportunities.

The Quality Program is owned by line management and the employees. Line management commitment to the program, employee involvement, and organizational support to provide adequate resources are all necessary for the effective achievement of performance objectives. SPR management provides leadership and commitment to quality achievement and improvement within a framework of public, worker, and environmental safety. To ensure that improvements are identified and implemented to enhance performance, management:

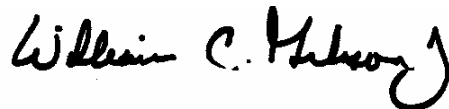
- a. Establishes task assignments and identifies lines of communication;

DISTRIBUTION: All SPRPMO Employees

INITIATED BY: APM, Technical Assurance

- b. Determines and provides the necessary resources and environment to accomplish the required activities;
- c. Ensures that employees are trained appropriately and are capable of performing task assignments;
- d. Obtains timely, objective feedback on the effectiveness of planning and work to meet performance measures; and
- e. Involves all employees.

Every individual in the organization is responsible for achieving quality in his or her activities. The key to success is pride in performance of our mission and quality in all of our activities to achieve the goal of excellent customer service.

A handwritten signature in black ink that reads "William C. Gibson, Jr." with a stylized flourish at the end.

William C. Gibson, Jr.
Project Manager
Strategic Petroleum Reserve