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To: All Employees
From: Bill Hudson *Bill*
Subject: Total Quality Management at Loral-Librascope
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In today's increasingly competitive market it is most important that we at Librascope continue to make quality our number one priority in everything we do. The best way to assure this is for all of us to fully embrace the common-sense precepts of Total Quality Management (TQM). Simply stated, our TQM commitment applies throughout our organization - to all of our employees and everything we do. Specifically, our TQM goals are:

- o To maximize the involvement of ALL our employees in the problem-solving and decision-making activities which impact the quality of our work and the satisfaction of our customers.
- o To continuously seek significant improvement in ALL the business processes throughout our organization, a.k.a. "continuous process improvement".
- o To improve continually the quality and reliability of ALL our products and services.

I know I can continue to count on everyone at Librascope to help achieve these important goals.