**QUALITY POLICY**

**We are committed to continually improving by providing our customers with the only highest quality products, on time in the best possible way and added value through customer satisfaction***.*

**QUALITY OBJECTIVES**

**Customer On-Time-Shipping ≥ 85%.**

**Customer Satisfaction ≥ 4.5.**

**Returns vs. Total Orders < 4%.**

**PROCESS METRICS**

**Contract Review (Customer Satisfaction) ≥ 4.5.**

**Purchasing (Quality Performance and On-Time-Shipping Performance) > 95%.**

**Production (Product Conformance) > 95%.**

**MISSION**

The most important element of our success, as always, has been the relationships we have developed with our customers.

**VISION/VALUES**

To provide exceptional values and support to our customers, while continually improve in the industry.

Ethics – Produce a quality part that the customer can depend on.

Teamwork – Everybody working together as a cohesive unit.

Quality – We ensure our products manufactured and built to the highest standards without exception.

Customer Service – Product quality parts on-time and address customer concerns quickly, thoroughly, professionally and with courtesy.