**QUALITY POLICY**

**We are committed to provide quality products on time that *meet and exceed customer and applicable legal expectations and continually improve the QMS****.*

**QUALITY OBJECTIVES & PROCESS METRICS**

**Customer Quality ≥ 95%. Customer OTD ≥ 95%.**

**Customer Satisfaction Rating ≥ 4.5. Order Receipt to Entry within 48 Hours ≥ 95%.**

**Supplier Quality ≥ 95%. Supplier OTD ≥ 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.