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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 \geq 95%.

Customer OTD \geq 95%.

Customer Satisfaction Rating \geq 4.5.

Order Receipt to Entry within 48 Hours \geq 95%.

Supplier Quality \geq 95%.

Supplier OTD \geq 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.