

	QUALITY MANAGEMENT POLICY		REV: A	Page: 1 of 1	
	SUBJECT: Policy				
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**QUALITY POLICY**

**We are committed to customer satisfaction by complying with all applicable requirements and continuously improving our quality management system by providing quality materials on time.**

**QUALITY OBJECTIVES**

- Customer Quality of Materials ≥ 95%.**
- Customer On-Time-Delivery ≥ 95%.**
- Customer Satisfaction ≥ 4.5.**

**PROCESS METRICS**

- Contract Review & Planning: Total Orders without DMR's ≥ 95%.**
- Purchasing or Inventory: Supplier Quality and Supplier On-Time Delivery ≥ 95%; and IRR: Total IRR's without rejections ≥ 95%.**

**Mission**

Quality & Service, We Can't Have One Without the Other.

**Vision / Values**

- To provide exceptional values and support to our customers, while continually improve in the industry.
- Ethics – Produce a quality material that the customer can depend on.
- Teamwork – Everybody working together as a cohesive unit.
- Quality – We ensure our materials are provided based on highest standards.
- Customer Service – Quality materials on-time and address customer concerns quickly, thoroughly, professionally and with courtesy.