

QUALITY PLEDGE

We are committed to being very aggressive in our attitude towards quality and customer service, primarily since we want to be ranked as the "best" in our business. Quality is not just another goal: it is our basic strategy for survival and future growth.

- **PRIORITY**

Our customers demand and warrant a high quality product - it is our responsibility to give them what they want. If we don't, they'll find someone who can. If customer requirements are unclear, then it is our job to seek out a better understanding of their requirements/specifications. If we fail at any time, then we must determine what went wrong and assure that it doesn't happen again.

- **OBJECTIVES**

Our quality objectives are to furnish high quality products, on time, and at the lowest cost. The attainment of such objectives will lead to, customer satisfaction, enhanced performance at the application level, and ongoing improvements in efficiency. Once an objective is achieved, it should be recognised and reset to stimulate further quality improvement. To reach our objectives, we will have to maintain a constant focus on quality with full dedication, commitment, and teamwork.

- **VISION**

Our journey is Total Quality Management - fully satisfying our customer's requirements through a process of continuous improvement. It is critical to understand that Total Quality Management is not a short term program. It's a long term commitment aimed at continuously improving the way we work, providing a safe working environment, managing our business processes, and supplier selection/retention. It is our goal to posture our company for market expansion, thereby providing improved job security and quality of life for all.

- **QUALITY FIRST**

It must be clearly understood that we will not allow quality to take second place behind cost or schedule. All employees have the right to question their supervisor's decisions or actions if they feel that quality is being compromised.