

## Commitment to Quality

Our company has developed and implemented a quality management system to demonstrate its ability to consistently provide products that meet customer and applicable regulatory requirements, and to address customer satisfaction through the effective application of the system, including continual improvement and the prevention of nonconformity.

Our quality system is based on international standard ISO 9001 (2000).

Our internal quality system ensures that quotations and orders are processed efficiently and correctly. The system includes the following components:

When offering a quotation, we will verify that the specifications, part numbers, and other information that a customer has given us are sufficient to meet customer requirements. If additional information is needed, we will contact the customer. This component of our system ensures that appropriate specifications are positively identified in the quotation process.

When orders are entered, they are evaluated to ensure that we are able to meet the requirements of a customer's order. The customer is contacted if the order is unclear in any way, or if there are discrepancies between what we have quoted and what a customer has ordered.

Once ready to ship, items are inspected for damage, part numbers are checked, and specifications are verified to ensure that items shipped meet specifications. Any discrepancies are resolved before shipment to the customer.

In the unlikely event that problems do arise after an order arrives at a customer, a representative is assigned to the case to find the cause of and to take corrective action as needed. The cause and resolution are documented to help in preventing future problems.

For more information on our quality system, please contact Kevin Holdmann at 815 962-4500.



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