

QUALITY POLICY

Quality

We believe that everything we do must be of high quality.

- Internal Failures – Our goal is to reduce internal failures annually.
- PPM – Our goal is to be a Six Sigma Company.
- Customer Satisfaction – Our goal is to reduce external failures annually.

Delivery

Customer orders must be serviced promptly and accurately.

- On Time Delivery – Our goal is 100 percent on time delivery.

Continuous Improvement and Innovation

We must constantly strive to reduce costs and increase productivity by improving our manufacturing and business processes. Lean Manufacturing events, Six Sigma projects and Continuous Improvement projects will be used to realize the improvements.

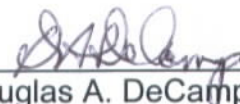
Supplier Development

We must work with our suppliers to reduce cost, improve quality and improve delivery.

- Quality Systems – Suppliers systems shall meet the ISO9001 requirements
- On Time Delivery – the goal is 100 percent on time delivery.
- Quality – the goal is 100 percent quality of materials received.



Robert L. Snow
Quality Systems Director



Douglas A. DeCamp
CEO

50-1.102
April 23, 2003
CO # 63062