

## **QUALITY POLICY STATEMENT**

**Our commitment to the constant pursuit of customer satisfaction and continual improvement is the basis of our success in becoming the world leader in the quick disconnect fluid coupling industry.**

**Customer satisfaction and continual improvement objectives are supported by:**

- **fostering an attitude of ethical behavior and employee awareness of their effectiveness, the benefits of improved performance, the implication of not conforming, their contribution to product or service conformity, & their contribution to product safety.**
- **understanding the current and future needs of our customers through on-going customer engagement and dialogue.**
- **ensuring that employees interfacing with customers are knowledgeable and effective in quickly providing product solutions.**
- **providing relevant employee training and skill development.**
- **incorporating technological advances & innovations into our product provision processes.**
- **developing and maintaining strategic outsourcing with subcontractors that share our values and quality objectives.**
- **ensuring compliance with statutory, regulatory and customer requirements**
- **continually reviewing and improving the effectiveness of our quality management system**

**Our success is measured by the satisfaction of our employees, customers, and service and material providers through consistently meeting their expectations.**

**Steve Fenton**

A handwritten signature in blue ink, appearing to read 'Steve Fenton', with a long horizontal stroke extending to the right.

**President**

**February 21, 2017**