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# QUALITY POLICY

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**Tandex and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products on time and continually improve our Quality Management System.**

## QUALITY OBJECTIVES

On Time Delivery  $\geq 95\%$

Customer Corrective Actions  $\leq 5\%$

Won Loss Quotes  $\geq 60\%$

Supplier Quality  $\geq 98\%$

Supplier OTD  $\geq 95\%$

## MISSION

It is the responsibility of Tandex to provide its' Customers with the finest attainable service. This is accomplished through the co-ordination and teamwork of all those involved in their various projects. Each entity will contribute that which is required to meet this goal, as deemed necessary by Management. Through proper training and cross training, Tandex has developed the versatility to achieve this objective.

## VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy.