

# QUALITY POLICY

**SMS Fabrications is committed to meeting the requirements of our customers and increasing customer satisfaction. We accomplish this through the use of our Quality Management System by continually reviewing and improving our QMS objectives.**

## **QUALITY OBJECTIVES**

Product Acceptance by Customer  $\geq 95\%$

Customer Satisfaction  $\geq 3.5$

Re-Work – Customer Rejections  $\leq 25\%$

## **PROCESS METRICS**

Quote YTD Win / Loss  $> 45\%$

Customer OTD  $\geq 85\%$

Internal Rework Monthly Average  $< 50$

Shop Hours Monthly Average  $< 500$

Rework Total Financial Impact  $< 2\%$  of Total Monthly Sales

Number of SCARs issued  $\leq 2$

## **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.