

MANAGEMENT SYSTEM POLICY

ANCHOR-EDBAR AND ITS EMPLOYEES ARE COMMITTED TO COMPLYING WITH ALL INTERNAL AND EXTERNAL REQUIREMENTS. THESE REQUIREMENTS MAY BE A RESULT OF CUSTOMER, STATUTORY, REGULATORY OR INTERNAL REQUIREMENTS.

THE MANAGEMENT SYSTEM WILL BE MAINTAINED AS A VEHICLE TO ENSURE CONSISTENCY OF PRODUCT, CUSTOMER SATISFACTION AND CONTINUAL IMPROVEMENT.

PROCESS TOWARD THIS QUALITY POLICY WILL BE MEASURED THROUGH THE FOLLOWING QUALITY OBJECTIVES:

- INTERNAL NONCONFORMANCES TRACKED; OBJECTIVE IS 5% OF INCIDENTS / SHIPMENT AND 0.5% ANNUALLY.
- CUSTOMER COMPLAINTS WILL BE TRACKED WITH THE TARGET OF ZERO CUSTOMER COMPLAINTS ANNUALLY
- CUSTOMER SATISFACTION AND PERCEPTION WILL BE TRACKED AND MAINTAINED AT A SATISFACTORY LEVEL
- SHIP ON TIME WILL BE TRACKED WITH A TARGET OF 91%
- SALES DOLLAR PAST DUE WILL BE TRACKED WITH A TARGET EQUAL TO OR LESS THAN ONE WEEK OF PRODUCTION
- PROCESS AUDIT NONCONFORMANCES WILL BE TRACKED WITH A TARGET OF 5 OUT OF 10