



QUALITY POLICY

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Bob Martin Company 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

Product Quality to Customer $\geq 95\%$

OTD = On-Time-Delivery $\geq 90\%$

Customer Satisfaction $\geq 90\%$

PROCESS METRICS

Supplier Quality $\geq 90\%$

Supplier OTD $\geq 90\%$

First Pass Yield of Work Order $\geq 95\%$

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.