

# QUALITY POLICY

**Alpine Bearing and its employees are committed to meeting the customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide unquestionable quality and service in the most efficient and consistent manner possible through a process of continual improvement.**

## **QUALITY OBJECTIVES**

PC = Product Conformance  $\geq 98\%$

OTD = On-Time-Delivery  $\geq 98\%$

Customer Satisfaction  $((\text{OTD}\% + \text{PC}\% + \text{WCC}\% + \text{PP}\%) \div 4) \geq 98\%$

## **PROCESS METRICS**

PP = Product Performance  $\geq 98\%$

SRP = Supplier Risk Performance  $\geq 98\%$

WWC = Without Customer Complaints  $\geq 98\%$

## **MISSION**

To provide exceptional quality bearings and support to customers.

## **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.