

Quality Policy

(AS9100D/ISO 9001:2015 Clause 5.2)

Proformance Manufacturing, Inc. 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 Average $\geq 4/5$ points

PROCESS METRICS

Supplier Quality $\geq 90\%$

Supplier OTD $\geq 90\%$

MISSION

To provide exceptional quality Products 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.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, and Company Noticeboard.

Authorized by:  Position: President