



# Quality Policy and Objectives

Our Quality Policy is to meet all applicable customer requirements by providing superior quality thermal and acoustical insulation products with 100% customer satisfaction and on-time delivery on every order. Furthermore, we strive to promote the company by conducting business with honesty, sincerity, a drive for continual improvement and the highest levels of integrity and safety.

- Customer Satisfaction = below 1600 PPMs
- First Pass Yield = above 97%
- On Time Delivery = above 95%
- Shipping Accuracy = above 98%





# Politica de Calidad and Objetivos

Nuestra politica de calidad es cumplir con todos los requerimientos aplicables proveyendo insulaciones termicas y acusticas con una calidad superior que garantize 100% satisfacion de cliente y entregas a tiempo. Ademas, nos esmeramos en promover y conducir el negocio con honestidad, sinceridad, mejoramiento continuo y el nivel mas alto de intregridad y segurida.

- Satisfacción de Cliente = menor de 1,600 PPMs
- Rendimiento en la primera vez (FPY)= mayor de 97%
- Entregas a Tiempo= mayor de 95%
- Exactitud de Embarque= mayor de 98%

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