

QUALITY POLICY

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Pen Manufacturing 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

OTD = On-Time-Delivery $\geq 85\%$

PROCESS METRICS

Product Quality to Customer $\geq 97\%$

Supplier Quality $\geq 95\%$

Supplier OTD $\geq 95\%$

Order Receipt to Entry within 2 business days $\geq 98\%$

MISSION

To provide exceptional quality Products and support to customers.

VISION

To be at the forefront of creating value for our customers by offering quality Parts with unmatched service.

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.