

QUALITY POLICY

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At Pen Manufacturing, our customers are at the heart of everything we do. We're committed to keeping manufacturing in California by investing in our most valuable asset—our team. By empowering them with advanced technology and equipment, we enable greater efficiency in delivering high-quality, precise metal fabrication solutions. Through continuous improvement, every innovation and enhancement we make is designed to meet our customers' needs, exceed their expectations, and drive their success. 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.