

## Alternative Components

# QUALITY OBJECTIVES

*Alternative Components is committed to meeting Customer Satisfaction, therefore the following Quality Objectives have been defined by Top Management.*

### **On-Time Delivery;**

- Ensuring any interruption to raw material flow and/or services from our external providers will not be acceptable.
- Ensuring all aspects of manufacturing and scheduling are taken into consideration that may impact delivery performance.

### **Quality Products;**

- Continually maintain high level of quality standards in all of our operations and services through quality verifications.
- Equip our employees with the fullest work knowledge through continual training, written and verbal.

### **Continuous Improvement;**

- Continual improvements to our facility, equipment and processes to ensure the highest quality of products and services.
- Evaluate Customer complaints in detail and develop corrective action to eliminate root cause and point of escape.

### **Continual Conformity with the Requirements of ISO9001:2015 ( E );**

- Ensuring conformity by conducting Internal Audits of our quality management system.
- Ensuring conformity by conducting Top Management Review Meetings of our quality management system.
- Ensuring conformity through 3<sup>rd</sup> Party Registrar Audits of our quality management system.



**Adam L. Clifton\_ CEO/ President**  
**Alternative Components**