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## **QUALITY POLICY**

**TPC, Inc. is committed to consistently provide quality products on time that meet and exceed customer and legal expectations and continually improve the QMS.**

## **QUALITY OBJECTIVES**

**Customer Quality  $\geq$  95%.**

**Customer On-Time Completion  $\geq$  95%.**

**Customer Satisfaction Rating  $\geq$  4.5.**

## **PROCESS METRICS**

**Order Review and Planning Processes:**

- **Total Material Weight Processed Metric graph  $\geq$  90%.**

**Design and Development Processes:**

- **Timeline for CAD Models and Tooling  $\geq$  90%**

**Purchasing Processes:**

- **Supplier Quality  $\geq$  95%.**
- **Supplier OTD  $\geq$  95%.**

**Production Processes:**

- **Rejected Parts Rate (in-house)  $\leq$  1.5%.**

## **MISSION**

Since the beginning, TPC has been focused on three driving business principles: manufacture a high-quality product, offer competitive pricing, and – above all – provide our customers with outstanding service every step of the way. Our experience, our investments and our dedication to the craft all contribute to making these principles a reality, and we work to ensure that our customers never disagree.

## **VISION/VALUES**

To provide exceptional values and support to our customers, while continually improving in the industry that we serve.

Ethics – Produce quality parts that the customer can depend on.

Integrity-We believe in honesty and earning trust by being responsible for our actions and holding ourselves accountable.

Teamwork – Everyone works together as a cohesive unit.

Quality – We ensure our products to be manufactured and built to the highest standards without exception.

Customer Service – Product quality, parts on-time and addressing customer concerns quickly, thoroughly, professionally and with courtesy.