



THE DOMTECH TEAM COMMITMENT TO OUR CUSTOMERS:

Excellence through continual improvement in

**Quality
Service
Cost**

and Quality System Effectiveness

Defining our Quality Policy

QUALITY

- Meet customer specifications/expectations
- Meet Domtech specifications/requirements
- Meet regulatory specifications

SERVICE

- On-time delivery
- Timely and credible response to all customer inquiries
- Understanding and anticipating customer needs and wants
- Provide product technical support

COST

- Reduce unit cost through investment in technology, equipment and people.

QUALITY SYSTEM

- Internal and external audits of system
- Management review of audits, quality objectives, and other information
- Provide resources and training necessary to effect improvements

Tim Bannon
Co-President

Jag Singh
Co-President