

Quality Policy

California Fine Wire Company is committed to delivering wire products that meet or exceed requirements, whether internal or external, and pledges its resources to accomplish this goal.

Customer Satisfaction is the primary objective of California Fine Wire Company. We achieve this objective with:

- S** **Skilled Employees**
- U** **Unparalleled Capabilities**
- C** **Customer Focus**
- C** **Continuous Improvement**
- E** **Engineered Products**
- S** **Supplier Partnerships**
- S** **Sales Support Team**

California Fine Wire Quality Policy (QAP-001D)

Quality Objectives

Management has adopted annual quality objectives that are designed to realize continual improvement toward achieving the quality policy goal of total customer satisfaction. The ultimate objectives are:

- **Returns and Allowances equal to less than 2.5% of Sales** ●
- **96% On-Time Delivery** ●
- **95% Customer Satisfaction** ●
- **Rework equal to less than 2% of Completed Operations** ●

California Fine Wire Quality Objectives (QAP-001C)