

Plasan North America (PNA) delivers value via the manufacturing process to customers through *Quality Production, On-time Delivery at Reasonable Costs*. PNA's objectives include forming long-lasting relationships with each of our customers; recognizing that their success is dependent upon our success. Every employee of PNA is expected to strive for and help accomplish continuous improvements in our products and services through the use of our Quality Management System (QMS).

## **QUALITY POLICY**

<b>P</b>	<b>RODUCT TO EXCEED CUSTOMERS EXPECTATIONS</b>
<b>R</b>	<b>ESPONSIVENESS TO CUSTOMER NEEDS</b>
<b>I</b>	<b>MPROVEMENTS CONTINUALLY MADE TO OUR QMS</b>
<b>D</b>	<b>ELIVERY TO SCHEDULE AND ON TIME</b>
<b>E</b>	<b>FFICIENCY IN COST CONTROL</b>
<b>E</b>	<b>FFICIENCY IN COST CONTROL</b>
<b>E</b>	<b>FFICIENCY IN COST CONTROL</b>

Employees of PNA understand the obligation of meeting customer expectations. Each manager will strive to ensure that everyone in his or her organization understands and is committed to this policy and its objectives. Adherence to the Quality Policy is a requirement of our continued success.

JOHN CAVEDO, JR.

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John Cavedo, Jr.  
President - Plasan North America