

Smalley®

# Quality Policy

Smalley's Total Quality Management philosophy dictates our commitment to Quality and Customer Satisfaction. Quality Assurance and Customer Satisfaction are traditions at Smalley and are the foundation from which we have built our company. From the beginning, we have never lost sight of our goal - **“to supply Smalley customers with uncompromising quality and service.”** We have established and are continuously improving upon a program that is geared to meet the following objectives:

- **Total product conformance in terms of drawings, specifications and contractual requirements.**
- **100% on-time delivery performance.**
- **To provide superior products with exceptional value.**
- **Dedication to providing a prompt, professional and courteous response in every facet of design, manufacturing, sales and customer service.**
- **Continued development and use of the latest technology.**



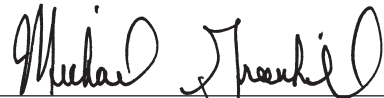
**Charles Greenhill**, President



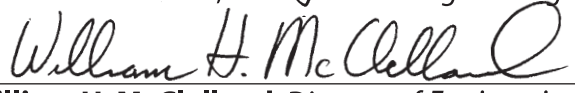
**Mark A. Greenhill**, Vice President Marketing



**Jerry Sowka**, Director of Manufacturing



**Michael Greenhill**, Vice President Engineering



**William H. McClelland**, Director of Engineering



**William D. Etten**, Quality Control Manager

