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**ONE SOURCE • INNOVATIVE SOLUTIONS**  
*Premier Stamping • Tooling • Engineering*

## *Quality Statement*

At ETBO, striving for quality signifies striving for perfection: in the design and manufacture of our products, in the servicing of those products and in the customer service we provide to our clients.

## *Quality Policy*

ETBO Tool & Die's Quality Policy is intended to guide the company in its operations. Quality is found in everything we do, and in how we function as an organization.

We are dedicated to providing our clients with products that are reliable, long lasting, serviceable, and affordable. We will understand our clients' needs, and both the appearance and performance of our products will meet those stated and inherent needs. Because we have a vested interest in the success of our clients, we will use the knowledge and tools at our disposal to assist them in any way that we can. We will be part of the solution and we will be on-site to help because we care.

We will employ our knowledge, skills and infrastructure in smart and efficient means. We will be consistent in our processes and in the products and services that we deliver. We will consistently stand behind our work. Our products will be cost-effective and will include the total cost of quality. ETBO's goal is to manufacture products that will work on time, to specification and will be problem- and defect-free.

ETBO's employees are our source of innovation, reliability, and confidence. Everyone at ETBO is critical to the success of every project we undertake. As such, skill diversification is a cornerstone of our hiring and training activities. We will train employees who will be flexible, take pride in their craftsmanship and responsibilities, and will continually search for better ways to operate. After all, innovation and continual improvement are critical to finding more efficient and improved methods of operating.

Our quality is also derived from our ability to work together as a team. Communication and co-operation between departments and individuals contributes to the consistency and quality of our products and services. It is also a key factor in our ability to pursue continual improvement.

Our quality management system is designed to reflect our attitude and our determination to achieve quality in everything we do. Our quality policy will be reviewed annually to ensure that it continues to be relevant to our business.