



Quality Mission Statement

To provide a quality product that satisfies our **customers' needs** and expectations the first time, every time!

Our goal is to satisfy our customers' needs, whether it be through timely delivery; providing the best value for the money; efficient and courteous service; or superior quality, reliability and durability of our products.

As such, we have committed ourselves to the following:

1. Understanding and responding to our customers' needs, expectations and other requirements
2. Providing "proven innovation" products
3. Improving the systems of production to generate continuing quality and productivity improvements
4. Developing a well-trained and motivated workforce with full accountability and responsibility
5. Establishing long-term relations with suppliers
6. **Continually improving on all of the above**



SMITHERS
QUALITY ASSESSMENTS