



# Quality Policy

## Patterson Pump Company

Patterson's goal is to provide quality products and services that meet the needs and expectations of all interested parties.

Quality objectives have been established, and are monitored and maintained to satisfy the applicable requirements for our products and services as well as meet the needs and expectations of the interested parties.

We are committed to continual improvement of the quality management system and the products and services we provide.

  
President & General Manager

## **Customer Focused Objectives**

### **On-Time Delivery:**

Perform job right the first time, eliminating off quality and rework  
Our attendance at work  
Using Six Sigma to reduce or eliminate unnecessary costs

### **Customer Complaints:**

Satisfying our customers' needs in terms of products, services, and value.  
Reporting a customer's complaint quickly so that the issue can be addressed in a timely Manner.

## **Patterson Focused Objectives**

Number of Opportunities for Improvement Received:  
Constantly look for ways to add value to our processes and products and turn in those Opportunities for Improvement in Quality Control.

### **Worker Presence**

Be at work on time every day. Tardiness and absenteeism are costs to the company and affect quality, costs, etc.

### **Sales/Employee**

We can affect this objective by helping to control costs such as those associated with worker presence, quality, customer deliver, customer complaints, etc.

### **Efficiency Level**

Performing our jobs efficiently and correctly the first time.

## **Customer/Patterson Focused Objectives**

### **Six Sigma Level**

Bringing forth ideas that reduce costs will help keep us competitive and help us provide value-added products to our customers.

## **Supplier Focused Objectives**

### **Supplier Score**

Employees should be alert to supplier issues and problems so that appropriate feedback can be given to our suppliers.