



GENERAL QUALITY POLICY

Patterson Pump Company

A business committed to our Customers

Demonstrated by:

Meeting Customer
Requirements

Striving to satisfy our customers needs in terms of
products, services, and value

Continuously
Improving

Creating an atmosphere toward improvement of
products and services with the aim to remain
competitive in the global market

Total Quality
Management

Establishing a system of activities directed at
delighting customers and empowering employees

A handwritten signature in dark ink, appearing to read 'Albert F. Huber', written over a horizontal line.

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.