



QUALITY POLICY

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American CNC, Inc. and its employees are committed to meeting customer and applicable legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products on time and continually improve our Quality Management System.

QUALITY OBJECTIVES and PROCESS METRICS

Customer Product Acceptance $\geq 95\%$

Customer OTD (On-Time-Delivery) $\geq 95\%$

Customer Satisfaction Average ≥ 3.5 Stars

Order Receipt to Entry within 2 Business Days $\geq 95\%$

Supplier Quality $\geq 95\%$

Supplier OTD (On-Time-Delivery) $\geq 95\%$

MISSION

At American CNC Inc. we recognize the significance of thriving for continuous quality improvement, conforming to internal and customer driven procedures and specifications, and the importance of meeting customer delivery deadlines. Regardless of the task at hand, our commitment to providing quality parts on time, the first time, each and every time remains the same.

VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy.