

NWC QUALITY POLICY

“We, the employees of **NWC**, through continual improvement of our quality management system and objectives, commit ourselves to be quality focused and customer driven by striving to provide the highest level of quality electronic components, on-time delivery, market analysis, and customer satisfaction.”

2/26/2007 ~ QMS Committee

NWC QUALITY OBJECTIVES

- **Customer Satisfaction** is our top priority at **NWC**. Customer satisfaction surveys are sent out annually. The results are measured and monitored through our QMS committee meetings and continual improvement efforts.
- **Customer Complaints** greatly affect the perception that customers have of **NWC**. By minimizing customer complaints, we will maximize product quality. Our goal to achieve less than .5% of sales on customer complaint costs.
- **Internal Nonconformances** greatly affect the scheduling and delivery of product. By minimizing Internal NCR's, we will maximize product quality. Our goal is to achieve less than .5% of sales on Internal NCR's costs.
- **On-Time Delivery** is a key measurement made by customers. Our goal of 98.5% on time delivery will make us a world-class vendor.
- **Safety** is the top concern of the **NWC**. We strive to have no workplace accidents and provide a safe working environment for all Team Members. **It is the goal of NWC to seek out high risk areas and tasks and reduce and eliminate them.**
- **Vendor / External Nonconformances** greatly affect the scheduling and delivery of product. By minimizing External NCR's, we will maximize product quality. Our goal is to achieve less than 1% of purchases on External NCR's costs.
- **Vendor Quality and On-Time Delivery** results are tracked through our vendor evaluation program. **NWC** evaluates and selects vendors and subcontractors based on their ability to supply product or service in accordance with **NWC** requirements. We have established a goal of 95% on time delivery with our approved vendors.

Per the NWC - QMS Manual Rev A 2-26-2007