

QUALITY POLICY

Panel Components & Systems, Inc. (PC&S) is customer service oriented and strives to meet customer requirements. We will continuously improve on providing the electrical industry with quality products for measurement and control. We strive to deliver, on time and every time, defect-free products and services.

We have established a quality management system based on ISO9001:2015 which supports the key processes of the organization. This QMS identifies the needs and expectations of interested parties that define and establish what goals our organization must meet to be able to provide products and services that will satisfy our customers.

OUR OBJECTIVES

- **Meet Customer Expectations, with greater than 90% overall customer satisfaction reported from customer surveys.**
- **On time delivery: To meet our customer's delivery dates, with a goal of greater than 85% on time.**
 - **Defect free: Minimize the number of units returned for defect/failure/packaging reasons to under 3% of total shipped product.**

INTERESTED PARTIES

Customers, Suppliers, Regulatory Agencies, Employees

CEO \ President _____

Date _____