



QUALITY POLICY

Total Customer Satisfaction

VirTex / Plano pledges to achieve Total Customer Satisfaction.

Focus

To achieve this pledge, we focus on providing products that are:

- Defect Free
- Delivered On-Time
- Cost Effective

Performance Measurement

To measure Our Performance in meeting these goals, VirTex / Plano measures, monitors, acts and improves upon the following:

- Sales / Quote Performance
- Supplier Performance
- Internal Rework
- On-Time Delivery Performance
- Customer Returns / Complaints
- Customer Feedback / Satisfaction

Continual Improvement

And to fully support the success of our customers, and VirTex / Plano, we Continually Improve and Maintain the health and effectiveness of our:

- Quality Management System.