



## Quality Statement

AJHollander is committed to providing products and services that meet or exceed all customer requirements and applicable standards and specifications. Each employee is committed to this goal.

The AJHollander Corporate Quality Policy is to continually improve product performance by supplying – on time–goods of a quality standard that shall consistently meet or exceed the requirements of our customers. We will ensure a high level of customer satisfaction to maintain long term commitments, productive customer relationships, and to provide a positive work environment.

All AJHollander personnel are responsible for the attainment and maintenance of this quality standard.

The implementation of the AJHollander Corporate Quality Policy has resulted in the establishment of our Quality System and its associated Quality Procedures.

The Quality Plan Includes:

- Visually assessing Incoming Raw Materials
- Consistent setup and operation of processes to production standards
- Testing of final product for cure quality and for grading consistency
- Inspection of all products by Production Personnel
- Final Inspection prior to shipment
- Regular feedback on performance, issues, and improvement plans is gathered and acted upon to continuously improve our operations and customer experience

Our dedication to Quality Improvement is expressed throughout our training of new employees and the continuous training of all employees. Each employee is responsible for the quality of the product and services that he or she shall produce or provide. Employee training and accountability is a significant part of our quality program.

Our Quality Improvement Program is designed for Continuous Improvement at all levels. We encourage effective two-way communication about the business through a variety of channels, including making management available at scheduled meetings to present information and to have questions asked of us. Our quality plan is reviewed on a regular basis at our weekly Production Meetings and in greater detail at our yearly Management Review Meeting. All feedback from customer contacts, by our Sales Representatives and Management Representatives is discussed. The information that we receive from our customers is critical in the formation of our Quality Plan, to ensure that the needs of our customer are transmitted to all employees and acted upon in a timely and effective manner.



Howard Ganz  
**President**