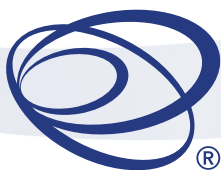


QUALITY POLICY

Smalley's Total Quality Management philosophy dictates our commitment to Quality, Customer Satisfaction, Compliance with applicable requirements and maintaining the effectiveness of our Quality Management System. Quality Assurance and Customer Satisfaction are traditions at Smalley and are the foundation from which we have built our company. From the beginning, we have never lost sight of our goal—**to supply Smalley customers with uncompromising quality and service by providing superior products with exceptional value.** We are dedicated to providing prompt, professional and courteous responses in every facet of design, manufacturing, sales and customer service while looking to the future with continued development and use of the latest technology.

We have established and are continuously improving the Quality Management System upon a program that is geared to meet the following objectives:

- **Total product conformance in terms of drawings, specifications and contractual requirements.**
- **100% on-time delivery performance.**
- **Complete customer satisfaction.**
- **Exceptional vendor performance.**



SMALLEY

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