

7 White Street Plattsburgh, NY 12901 518.563.4640 info@plattco.com

Quality Objectives

<u>Customer Satisfaction</u> – Focus on meeting or exceeding customer expectations through reliable and consistent product quality.

<u>Product Quality</u> – Ensure the production of high-quality, defect-free, products that meet or exceed customer expectations.

Supplier Quality – Collaborate with our suppliers to ensure the quality of the raw materials and components, promoting reliability in our supply chain.

Innovation – Foster a culture of innovation to stay ahead in technology and methodologies, promoting the development of cutting-edge products.

<u>Continual Improvement</u> – Promote a culture of continuous improvement to refine our manufacturing processes and enhance overall performance.

Employee Training and Development – Invest in training and development programs to empower our employees with the skills necessary to maintain and improve product quality.

<u>Cost Management</u> – Strive to minimize our production costs while maintaining high-quality standards to ensure market competitiveness.