

Tempco's Quality Policy

Tempco is committed to satisfying all applicable requirements and earning our customers' loyalty by providing innovative solutions, engineering expertise, custom manufacturing capabilities and exceptional customer service in an environment that supports teamwork, employee training and continuous improvement.

Tempco's Quality Objectives

-  **Maintain our ISO Certification on an ongoing basis**
-  **Improve our On-Time Deliveries**
-  **Reduce nonconforming product in final inspection and maintain the related scrap to a level not exceeding 2%**
-  **Maintain customer returns caused by Tempco at a level not exceeding 1% of line items shipped**
-  **Maintain RMA (customer returns) processing time at a level not exceeding 6 Days**
-  **Evaluate and develop a revised pricing structure for process heaters**
-  **Integrate continuous improvements in process equipment, the infrastructure and human capital**