

National Electroless Nickel will facilitate continuous process improvement and increased customer satisfaction by dedicating ourselves to meeting our customer's requirements by doing it right the first time, every time, and on time. We will achieve and implement our quality policy by following these guidelines:

Our Customer

- Consistently meet customer requirements and expectations.
- Always provide our customers with the best products available.
- Continually improve the Quality Management System and the services we provide to our customers.
- Adhere to all customer requirements as well as those defined in our Quality Management System.

Our Employees

- We encourage all employees to develop to their greatest potential through training and continuing education courses.
- We commit to supplying the encouragement and environment that will help make this possible.

Our Vendors

- We desire to develop a partnership with vendors who share our commitment to quality so that a continued relationship will be in the best interests of our customers.

A Quality Slogan has been adopted to incorporate the goals, objectives and environment of National Electroless Nickel:

Commitment to quality = Commitment to customers

High level objectives have been established in our efforts of Continuous Quality Improvement. They are:

- Achieve 100% Customer Satisfaction
- Reduction in waste during plating process and through reduced rejects.