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COMPANY QUALITY POLICY

PROVIDE OPEN COMMUNICATIONS WITH OUR CUSTOMERS TO ASSURE THAT WE MEET THEIR NEEDS AND EXPECTATIONS WHILE PROVIDING SUPERIOR CUSTOMER SERVICE.

PROVIDE A QUALITY SYSTEM THAT ENSURES THE HIGHEST QUALITY PRODUCTS POSSIBLE AT A COMPETITIVE COST, WITH ON-TIME DELIVERIES

PROVIDE A SYSTEM THAT STRESSES PREVENTATIVE ACTION INSTEAD OF REACTIONARY PROCEDURES THAT ALLOWS FOR CONTINUOUS QUALITY IMPROVEMENT.

PROVIDE AN ATMOSPHERE FOR OUR EMPLOYEES THAT ENCOURAGES TEAMWORK, PRIDE, AND MOTIVATION.

DANIEL J. ARNHOLT
PRESIDENT CONTACT INDUSTRIES, INC.

REVISION: A
DATE: APRIL 6, 2001