

## QUALITY POLICY

Diener Precision Pump's is committed to maintain our position as the quality leader in our industry. We strive to exceed customer expectations by continuously reviewing and improving our quality management processes to ensure consistent product performance and reliability.

## QUALITY OBJECTIVES

Diener Precision Pumps works to the following objectives:

- Design/manufacture products to meet unique customer requirements
- Maintain better than 97% on-time deliveries
- Maintain a post-sale defect rate of < 0.1%
- Ensuring our personnel are properly trained and motivated to successfully serve our customers
- Responsibly source materials and sub-components from suppliers that share our quality objectives
- Comply with regulatory requirements/directives and environmental laws

## STRATEGIC DIRECTION

### **VISION**

Our path to success is based on these simple principles:

- Our employees are our most valuable resource: we inspire them to rise to every challenge.
- Our products are customized to meet our customer's needs.
- We embrace new technology to improve our manufacturing methods, process efficiency, and pump performance.
- Our products' design simplicity minimizes cost and complexity.
- Our quality processes are continuously reviewed and renewed to optimize performance and reliability.
- Keeping our customers satisfied ensures a long-lasting customer relationship.

### **MISSION**

Diener Precision Pumps designs and manufactures custom pumps for low-flow fluid handling systems. We combine performance, quality, and design features to provide superior value.

### **CULTURE AND VALUES**

Personal integrity is the cornerstone of our company. Our success is a combination of customer satisfaction and the personal satisfaction that comes with a job well done. Our employees take great pride in their accomplishments: every team member knows their position and is challenged to exceed customer expectations.

## **Management Approvals:**

Name/Title	Signature	Date
Rolf Diener, Chairman		18.5.18
Doug Robinson, CEO		11.05.18
Roman Ruckstuhl, QM		18.05.18