

Quality Policy

MCE/Weinschel is fully dedicated to continual improvement in all phases of the business (technical and administrative) through the application of Total Quality Management concepts and philosophies at every level, to include all activities, in order to better serve our customers, stakeholders, employees, suppliers and the community in which we live and work.

We are committed to the support of and commitment to our worldwide customers in a consistent manner superior to our competitors.

We are committed to a reasonable return on investment for our stakeholders.

We are committed to the development and ethical treatment of all our employees.

We are committed to the highest levels of integrity, professionalism and development of teamwork ethics throughout the organization.

We are committed to providing and maintaining honest, open and equitable lines of communication and working relationships with all of our suppliers and representatives.

We are committed to representing ourselves in a professional manner within our industry.

We are committed to the support, preservation and enhancement of our local community, whether it is while at work or at our residence.

This policy has been formulated and approved by the president and executive staff and is to be posted in conspicuous locations throughout the company.

Mission Statement

The overall Quality Mission of the company is to ensure that all products, services and technical support provided to our customers are of the highest level of quality attainable and shall provide for the customer a safe, cost effective and assured technical advantage.

Each individual engaged in providing a product or service to our customers is required to be committed to putting forth all necessary effort in meeting the goals of the organization:

1. To design, manufacture and deliver on time, a product of consistently high quality that will perform as expected.
2. To maintain service quality in an economical and expeditious manner emphasizing customer satisfaction.
3. To promote a dynamic quality improvement program based on a total quality control effort by each employee at all levels within the company.
4. To strive for the prevention of defects through continual training with emphasis on quality improvement and a "DO IT RIGHT THE FIRST TIME" approach.
5. To perform value-added work, and those actions necessary to fully satisfy the needs of the customer.
6. To openly communicate and work with all employees within the organization in all areas of product and service for improvements and performance integrity.

Mistakes are avoidable and should not be accepted as the norm. The discipline of doing things right the first time needs to become routine.

