

QUALITY POLICY

We, at B&B Socket Products, are committed to providing our customers with the highest standard of quality products and services. This is accomplished by continually improving our quality management system's effectiveness. In this pursuit, B&B Socket Products is committed to defect prevention, on-time delivery and continuous improvement to satisfy customer requirements.

QUALITY OBJECTIVES & KPI's

On-Time-Delivery $\geq 95\%$

Quality of Products Shipped $\geq 95\%$

Average Quote to Order Ratio $\geq 10\%$

Supplier Quality $\geq 95\%$

Supplier OTD $\geq 95\%$

OUR VISION

Leading the way with innovative fastening solutions & services

OUR MISSION

B&B Socket Products Inc. will provide world class services while maintaining uncompromising principles. We will strive without reserve to meet ALL customer needs.

- ❖ We are committed to operating at the highest ethical standards, with honest communication and mutual respect for each other.
- ❖ We will foster partnerships which will provide opportunity for mutual growth and profit for our company, our customers and our suppliers.
- ❖ We will provide an environment which promotes education, training and teamwork.
- ❖ We will contribute positively to our communities and will help protect the environment.

OUR VALUES

The foundation of our continued success and future growth is guided by our commitment to the following values:

Honesty Integrity	Genuine, free from deception in words or actions. Taking pride in doing business honestly and fairly. Conducting ourselves with a commitment to moral and ethical behavior.
Commitment	An active and continuing pledge to honor all agreements toward achieving the values and objectives of the company.
Teamwork Accountability	Enthusiastically working together to achieve common goals. Taking ownership of one's actions and achieving agreed upon goals.
Trust	Being totally truthful in all that we say and do, and our actions with and toward each other, without fear of misgivings or repercussions.
Innovation	A willingness to think outside our comfort zone and actively seek new solutions to problems for ourselves, our customers and our company.
Enthusiasm	Entering our endeavors with an eager and positive attitude totally committing all of our talents to achieving greatness.
Communication	The ability to express oneself so that others understand. The exchange of ideas and shared information in a timely fashion. The ability and willingness to listen well.
Respect	To appreciate, recognize and acknowledge people for their personal contributions and values. To treat people as they desire to be treated.

Signed Lori Winton Date 9/24/2019