



Operational Excellence Policy

Operational excellence is the foundation for the management of our business and the keystone to our goal of the highest customer satisfaction. It is, therefore, our policy to:

Consistently deliver "*The Perfect Order*" to our customers (on time, in full and error free) while maintaining relentless commitment to continuous improvement aimed at achieving the highest level of customer satisfaction.

Intent

- Operational Excellence is a strategic thrust in Thermal Dynamics and lies at the heart of everything we do.
- Through active Planning and Continual Improvement in every function in the company, we will strive to provide products that consistently meet all quality, schedule, and cost objectives.
- Every employee is a contributor to our operational excellence effort. To meet this goal, each of us will:
 - Understand and satisfy the quality expectations of our internal and external customers.
 - Identify and eliminate the sources of error and waste in our processes and systems.
 - Support the quality-planning and improvement efforts of others for the good of the corporation.

Responsibility

Thermal Dynamics management is responsible for:

- Monitoring and continually improving the level of customer satisfaction.
- Communicating the operational excellence policy to all employees.
- Defining specific responsibilities for achieving excellence in everything we do.
- Implementing, and funding quality improvement programs to achieve objectives.
- Providing required training to all employees to assure proper execution.
- Developing joint quality plans with suppliers and business partners.

Jamin L. Patrick - President