

Quality Policy

Vision

Supplying "*The Ultimate in Quality Product*" and bestowing an "*Exceptional Customer Experience*" will be the baseline of our Quality Systems and Continuous Improvement strategies. This will ensure that our operational protocols are in compliance with Internationally Recognized Standards with respect to Quality Management Systems.

Pledge

At Durabuilt Windows and Doors Inc, we are committed to making the Quality of our Products, Services & overall Sales Experience for our customers; our number one priority. We are aggressively striving to be "the best" in our industry and recognize that the evolution of a "*Quality First Attitude*" within our Team is not just a goal, rather "*the way of life*" for survival and future growth.

Our Customers have always been and will continue to be, the driving force for our high Quality Standards. In our Quality systems, we will continue soliciting customer input about our products & services and are structured around serving their needs and requirements. *A Delighted Customer is the best alibi of Durabuilt Quality.*

Objectives

The objectives that are the fundamentals of the Durabuilt Quality Policy are:

- To produce High Quality Products on time and at competitive market cost.
- Empowering Employees to develop a "*Total Quality Perspective*" towards all aspects of the Process, Systems as well as the Customer Experience.
- To achieve Total Customer Satisfaction through Commitment and Team Work
- The development of partnerships with external stakeholders and suppliers that share the same commitment and dedication to Quality Standards and Customer Satisfaction as we do.
- A commitment to ongoing improvement in Processes and Quality Standards.

IMS-CP-GR-01-00



DURABUILT
WINDOWS & DOORS

The Ultimate in Quality