

QUALITY POLICY

PI and PRL and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products and continually improve our Quality Management System.

QUALITY OBJECTIVES

Product Acceptance by Customer > 95%.

Customer Survey Average > 4.0 (On a scale of 1 to 5).

PROCESS METRICS

Time from PO receipt to Entry \geq 95% within 2 business days.

Timeliness of Design Projects: Actual work days divided by projected work days \leq 120%

Supplier Quality \geq 90%.

Supplier OTD \geq 80%.

First Pass Yield \geq 90%.

MISSION

To provide exceptional quality products and support to customers along with exceptional learning, growth and financial opportunities for PI and PRL employees and owners.

VISION

To be at the forefront of creating value for our customers by offering quality products with unmatched service.

VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy.