

# AKRON QUALITY

## OUR COMMITMENT. OUR POLICY.

### **AKRON'S Quality System**

*The AKRON Porcelain & Plastics Company is committed to achieving 100% customer satisfaction through continuous quality and cost improvement.*

### **Our Strategy**

We strive to build quality into custom-molded products by employing Advanced Product Quality Planning (APQP) activities to identify customer needs and to develop a process capable of meeting those needs. The Voice of the Customer is paramount in establishing the standards by which AKRON Porcelain & Plastics manufactures, evaluates, and sells its products. Our Manufacturing and Quality departments jointly control the production process from receipt of raw materials through packaging of finished goods.

Quality Assurance establishes and audits the quality system to ensure that customer requirements are met. Our Sales team oversees the APQP process to integrate a cross-functional approach and achieve customer satisfaction.

### **AKRON'S Certification**

The Plastics Division of AKRON Porcelain & Plastics is ISO 9001:2000 certified and registered through Underwriters Laboratories, Inc., File Number A6558, Issue Date: February 9, 1999.



*AKRON's high-end optical measurement system provides dimensional accuracy, assures timely production and expedites new-product approval.*



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