

Governor Control Systems Quality Management System *Our Policy*

Governor Control Systems is dedicated to providing the finest control solutions, service, and support for all customers, large and small. Towards this end, we will:

- Assure the needs of our customers and other stakeholders are known, understood, and complied with during the performance of our work.
- Control our costs and promote efficiency to assure our customers receive an exceptional value.
- Regularly establish measurable objectives designed to improve our processes; provide the resources to achieve them; and monitor their progress.
- Provide a safe work environment for employees, our customers, worksite personnel, our neighbors, and all affected stakeholders.
- Identify and evaluate risks and take action to reduce or eliminate them.
- Seek out chances to improve not only our products and processes, but to strengthen our quality system, and the company as a whole.
- Support all customers and stakeholders in a manner that reflects well on our industry and the manufacturers we represent.
- We will partner with those who provide us with outside resources, and we will consistently meet our financial obligations.
- Implement tools to measure the performance and effectiveness of our processes, initiatives, corrective actions, and take action when improvement is required.
- Our policies, training, and resource investments will all be designed with the ultimate goal of customer satisfaction in mind.

