



## **Mincey Marble Mfg., Inc.**

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# **Mincey Marble Manufacturing, Inc. Product Quality Policy**

## **Need for Policy:**

In order to strengthen our company's reputation, competitive position in the marketplace and maintain profitability, it is essential that we produce a top quality product. This goal requires that all phases of production understand the necessary elements which concern product quality.

## **Statement of Policy:**

It is the policy of Mincey Marble Manufacturing, Inc. to market only products that will meet and exceed customer expectations in both appearance and performance. In support of this policy, we begin by using only the best raw materials from the top supplies in the industry. We will continue to lead the industry with research and development, innovative design, manufacturing and testing that is related to the cast marble industry.

## **Courses of Action:**

### **1. Selection of business opportunities:**

Mincey Marble will not accept any project which may compromise its products or standards. Customer specifications will be reviewed to determine that they serve the common interest of both the customer and Mincey Marble. If these common interests are not met and a solution cannot be found, Mincey Marble will not submit a bid.

## **2. Product Development and Design:**

Mincey Marble will work directly with architects, contractors and owners/operators to encourage innovative designs that will enhance the project and provide a cost effective solution for all parties. Each department will establish specific procedures for quality inspections and provide testing to maintain Mincey Marble's quality standards.

## **3. Selection of Suppliers:**

Mincey Marble will purchase raw materials from approved companies that have proven themselves able to provide high quality products on a consistent basis. These suppliers must have quality control procedures in place and provide on-site technical support. These companies must also provide testing for each shipment and Mincey Marble will test each shipment before delivery is accepted.

## **4. In House Quality Control:**

Each department will establish specific procedures for quality inspections and provide testing to maintain Mincey Marble's quality standard

**If you have any questions, please call Mincey Marble Customer Service at 800.533.1806.**