

# QUALITY POLICY

Rapid Truck Lines and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality services on time and continually improve our Quality Management System.

## QUALITY OBJECTIVES & KPIs (Key Performance Indicators)

Just In Time Service Acceptance by Customer  $\geq$  95%

Time-Sensitive Deliveries Acceptance by Customer  $\geq$  95 %

Service without any OSD (overage, shortages and/or damages)  $\geq$  95%

## MISSION

To provide exceptional quality valves and support to customers along with exceptional learning, growth and financial opportunities for Rapid Truck Lines employees and owner.

## VISION

To be at the forefront of creating value for our customers by offering quality 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.