



## **Vision, Mission, and Quality Policy**

### **VISION:**

General Fasteners vision is to be the best value distribution and services company in every area we compete. We will accomplish this through an unrelenting commitment to continuous improvement driven by the integrity, teamwork, and innovation of our employees and partners.

### **MISSION:**

General Fasteners mission is to make our customers, employees, and shareholders more successful by providing unparalleled quality, service, and expertise in the products, engineering, and logistics services we provide.

### **QUALITY POLICY:**

General Fasteners team is dedicated to delivering the highest quality products and services with unsurpassed customer support and responsiveness. We recognize that quality is not simply an attribute of the products and service we offer, it is the essence of what we offer. Therefore, our products, services, and every customer interaction must meet or exceed expectations. We do this through a sustained commitment to these five principals:

- We commit to exhibit quality in our work habits, systems, and plans.
- We commit to the continual development of our employees and our partnerships with customers and suppliers.
- We commit to a philosophy of continual and continuous improvement.
- We commit to comply with the requirements established within the ISO 9001 standard and to pursue constant improvement of the effectiveness of our Quality Management System.
- We commit to responsible management regarding growth, profit, community, and environment so we are able to provide sustained quality, service, and support for many years to come.