



## The Alliance Memory Quality Policy

*Alliance Memory is committed to satisfying our customers. We achieve this by meeting their needs and exceeding their expectations through error-free competitive products, on-time delivery, and customer service that sets the standard for our industry. We are committed to the continual improvement of the effectiveness of our quality management system.*

**David Bagby, President & CEO**

*12-8-2008*



## **ALLIANCE MEMORY QUALITY OBJECTIVES**

- **To deliver error free competitive products on time with 100% reliability**
  - (as measured by returns to suppliers).
- **To ensure everyone in our company does their job right the first time, every time**
  - (as measured by mistakes that get out the door).
- **To ensure that customer returns are less than 1%**
  - (as measured by the documentation required in the RMA file).
- **To provide timely response to customer inquiries**
  - (as measured by an internal goal of hours or days from initial call, or email etc.).

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