

**1.0 Customer Focus**

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Customer satisfaction is the foundation of our management systems.

Customers are the center of Xmultiple's focus. They set the standards for performance, reliability, and service. Our Customers define the quality we are expected to deliver.

**2.0 Process Approach**

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Xmultiple is committed to managing our business as process. With this knowledge, we can focus on each step and its interaction with those downstream of it, in other words utilize the input/output model. Taking this process approach enables us to ensure that nothing is overlooked and that there is seamless execution of all activities.

**3.0 System Approach to Management**

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By acknowledging that our business is comprised of a group of interrelated processes, we identify, understand and ultimately manage them in a systematic manner that will improve our company's results and drive us to meet all our objectives.

**4.0 Building Leadership**

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Our goal at Xmultiple is to effectively interview and hire qualified candidates into our organization and then empower them to make measurable impacts on our company's performance. Our corporate culture also believes in identifying key employees and providing to them pathways for advancement through the use of succession planning. When we do look to the outside to help build our team, our extensive interview process allows us to identify a candidates key strengths, that enables us to properly position them within our company to best utilize their education, past experience, and critical thinking abilities. At Xmultiple, Quality is the responsibility of every employee. Every employee must be involved, motivated, and knowledgeable for us to remain successful.

**5.0 Every Employee is Involved**

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Our associates are the experts in their relative areas, by relying on them to make data driven decisions, we not only empower our employees, but enable the corporation to benefit from their respective talents. Creating a work environment when associates are valued and contribute to the team is a vital factor to our success.

**6.0 Material Suppliers Maintain the highest Quality Level**

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We at Xmultiple strongly believe that our material suppliers are the experts in their respective fields and therefore, are best qualified to identify areas for improvement. Our close working relationships with our suppliers are crucial to the long-term success of our organization. When evaluating potential suppliers, we not only look at the quality of the products or service provided but we look at competitive position, price, value analysis, technical competence and support, lead times and customer focus.

**7.0 Corrective Actions**

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Data collection and analysis is the basis for any decision made within Xmultiple, period. Without considering critical information we cannot ensure effective choices will be made to achieve the organizations objectives. Corrective Action is a key to our success of manufacturing reliable products month after month and year after year.

### **8.0 Continual Improvement**

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In order for any company to succeed in today's competitive marketplace, they must continue to look for areas of improvement. Through comprehensive audits (internal, external, customer, and supplier) we continually strive to identify areas when improvement may be needed. Our documented corrective and preventive action system have proven to be an effective tool in driving continuous improvement throughout all areas of Xmultiple.

### **9.0 Revisions**

Revision	Date	Section	Paragraph	Summary of change	Authorized by
A	10/10/12			Initial issue	MB