

Quality Standards

We have procedures to ensure your products and our services meet your standards as well as ours. We make statistical measures to measure the quality and quantity of work being done because we want to encourage transparency in our work and within ourselves, increase customer satisfaction, keep cost of production down, maximize resources and time and increase awareness and importance of our work.

We have 10 basic standards we operate by.

1. Meet agreed upon customer and vendor expectations

- i. Responding to customers in timely manner
- ii. Remitting invoices in a timely manner
- iii. Giving accurate lead times and meeting those lead times
- iv. Over communicating with customers about their orders
 1. Any changes
 2. Back orders
 3. Updates
- v. Pulling, packing, and shipping accurately and in a timely manner
- vi. Double checking cure dates, packing lists, shipping labels, order confirmations, ship dates, and notes
- vii. Yearly reviews for employees as well as meetings monthly to cover old material and new material

2. Provide open and honest communication to every customer and vendor order

- i. Checking bags and packing list
- ii. Double checking o-rings when they come in
- iii. Rejecting incorrect o-rings
 1. Non-conforming good sheet
- iv. We do not sell expired products
 1. We scrap products that are expired
- v. Requiring Cure Dates from vendors on parts that are **accurate and true**
- vi. Holding our vendors to a higher standard to provide our customers top notch information and service
- vii. CRM system keeps track of our emails and customer notes that are used to help keep track of information so everyone is on the same page
- viii. Honest about our products and supplying correct information
- ix. We take care of the customer first and fix the mistakes we make through things like replacements and shipping on us
 1. We then look into what happened and find the root of the problem so we can avoid doing it again
- x. We fill out vendor forms for customers who spend \$10,000 or more in a year but we supply all the information they need in our generic supplier information form
 1. We fill out compliance forms for our products and disclose information customers need from us.

3. Be passionate

- i. We meet monthly to go over past and future information and opportunities as a company and individuals to create a space where we improve continuously
- ii. External training and internal trainings are held for employees and by employees to make sure everyone is in the know and our knowledge base grows

4. Be better

- i. We change and grow every day as a company and as people
- ii. We change the way we market and who we market to with specific marketing target groups
- iii. We shift over to more online advertising and getting ourselves and products out in the world
- iv. We adapt to new laws and the changing world around us with new shipping rules, modules, and pricing
- v. We organize and create and make changes for efficiency in the work place
 - 1. Organizing warehouse
 - 2. 100 packs
 - 3. Streamlining systems
 - 4. Improving facility equipment
- vi. Streamlining training procedures and information for jobs to keep us honest and make us faster

5. Make Money

- i. We keep prices competitive
 - 1. Finding cheaper but high-quality vendors to keep our prices low and sourcing from more than one to get the best breaks possible
 - 2. Keep shipping costs down
- ii. All this while still being able to put food on our tables

6. Be Relevant

- i. Attending trade shows to meet potential new customers and generate new contacts
- ii. We stay up on regulations and customer changes
 - 1. COVID-19
 - 2. Reach compliance products and customers
 - 3. Be transparent

7. Don't get run over

- i. We focus on accuracy first and speed second
- ii. Quality over quantity
- iii. Rather 100 correct shipments in 8 hours than 200 incorrect shipments in 4
 - 1. Giving correct lead times to customers so they come back because of the quality of our service rather than a quick call
- iv. We constantly quote items for customers and outsource products that we don't stock from our vendors and potential new vendors to make sure we can keep price down and meet lead times if it is possible

8. Be rememberable

- i. We provide candy
- ii. Good customer service that makes EVERY customer feel important and valued regardless if it \$1.00 or \$2000 because that is who we are
- iii. We over communicate with customers so they know what is going on with their order in hopes they don't have to call and ask questions about it because they know we have it handled.

9. We enjoy the journey

- i. Making notes of customers in their profiles (emails) so everyone can know they have blonde hair or seven kids
- ii. We stay connected and strong as a unit and work place
 1. We know we are a team and our teamwork effects every order placed.
We make sure we spend time in and outside of work together

10. Be Valuable

- a. Understanding where the customer is coming from
 - i. Response speed makes them feel valued
 - ii. Taking care of the customer makes them feel valued
 - iii. Being honest the first time or telling them you aren't sure and finding out the information from someone who does and relaying it makes them feel valued
- b. We take the time to
 - i. Review schematics
 - ii. Take in o-rings (sometimes)
 - iii. Give samples
 - iv. Source products for quotes
 - v. Build custom kits and labels
 - vi. Put candy in every order
 - vii.

At the end of the day we care about your order, no mater the size or quantity because we make getting O-Rings easy.



Halie Decius

Quality Control

The O-Ring Store LLC

1847 Wilma Drive

Clarkston, WA 99403

Phone: (208) 413-6377 x101

Fax: (208) 413-6719