



Horberg Industries, Inc.

Quality Policy

Provide superior products and services to our customers, being mindful that we depend on them for our existence.

Remind customers why they chose us...by our actions. Solicit, analyze, and act upon customer feedback in a timely manner.

Encourage fellow staff to realize their potential and to actively participate in the development, implementation, and review of the QMS.

Communicate the mission, vision, and objectives; be a model of Horberg values (customer focus, integrity, respect).

Improve performance by investing resources in staff training and development as well as enhancing the capabilities of equipment and systems. Change is the new “status quo”.

Strengthen dependability of manufacturing results by managing activities and resources as a system of connected processes, from start to finish.

Identify and manage risks and opportunities; utilize “risk management” to sharpen our focus and leverage our resources against the things that matter most.

Operate in accordance with applicable customer, statutory, and regulatory requirements.

Nurture relationships; leading suppliers, employees, and customers along the path of shared cooperation toward the common goal of mutual benefit is the “secret sauce” to genuine success.