



Guarantee

Quality

Fact: In the last 12 months we have consistently produced less than 0.02% non-conforming parts of all parts processed.

Our commitment to a team approach utilizing extensive pre-process planning and assessment and measurement allows IPG to consistently deliver outstanding quality.

IPG's Quality Policy

Indiana Precision Grinding is dedicated to delivering exacting quality and outstanding service to our customers. We are committed to continuously improving our management systems to meet all customer requirements and specifications while striving to meet customer expectations. The customer is the focus of everything we do.

Quality Performance Measurements

We don't just talk quality; we measure it and deliver it. The following measurements provide the information our team needs to continuously monitor and improve systems and processes and deliver quality that meets even the highest standards.

- Non-conforming parts produced
- Cost of non-conforming parts produced
- Rework of non-conforming parts outside the normal process
- Rework cost
- Total non-conforming cost

Quality Capabilities

Our focus on quality is demonstrated through our capabilities which are among the best in the industry. We utilize a wide range of inspection equipment, which is maintained by a world-class calibration system, and methods to help us achieve the highest quality possible. But it is our commitment to constant and never-ending improvement of the systems and methods we use that set us apart.

On Time

Fact: In 2007 we have delivered 98.2% of all jobs on time.

At IPG we have a dedicated customer service team that is accountable for making sure that every job is delivered on time. Our comprehensive advanced planning, combined with hour by hour monitoring and managing of each job, ensures on time delivery.

Our team uses a "whatever it takes" approach when developing order execution plans. Extra shifts, extended shifts, and other creative means are incorporated to meet the customer's delivery needs. Our team can also provide you with accurate real time order status throughout the entire job process.

Service

Fact: Our customer satisfaction indicators continue to improve year after year; current customer satisfaction indicators are up 40% over last year's.

At IPG, we take customer satisfaction and feedback extremely seriously. In the true spirit of CANI (constant and never-ending improvement), we take the time to measure and evaluate our performance with every customer and with every job. Our entire team is dedicated to doing whatever it takes to meet and exceed your expectations.

Customer Satisfaction Indicators:

- On Time Delivery
- Part Specifications
- Customer Order Requirements
- Invoice Accuracy
- Quoting Response Time
- Customer Complaints

