



2010 Han-Tek Quality Policy Statement and Quality Objectives

HAN-TEK provides high quality, high value, automation and integrated material handling solutions that meet the exacting needs of our customers. We will leverage a strong Han-Tek brand identity to achieve our goals of controlled growth and continuity.

Han-Tek will maintain an ISO9001 registered quality management system and continually improve our relationship with our customers in all areas of customer satisfaction: quality, integrity, delivery and value.

Objective	Goal	Measures	Action Plans
1. Total Customer Satisfaction	Han-Tek will be a leader in Material Handling Technology whose focus is to design and implement progressive Integrated Solutions for our customers.	Customer Satisfaction Feedback	Continue to plot data and post on the message board.
2. Continuous Improvement	Improve operational efficiency	# of CAR's and PAR's Indirect to Direct Labor cost Weekly project review Improve on-time projects	Communicate results of CAR's and PAR's to workforce during quarterly meetings Monitor monthly Continue ECAC process Maintain adherence to project schedules; weekly PM meetings
3. Commitment to Quality	Customers will recognize Han-Tek as the leading supplier of automation, robotics, conveyors, cranes and controls.	Checklist completion and accuracy. Internal audits Warranty	Project Manager checklist reviews Maintain ISO9001:2008 certification. Improve warranty per \$1mill sales, over 2009. (running average).
4. Building Long-term Relationships	Continue financial profitability and market strength Continued focus on existing areas of expertise. Maintain high level of business ethics and integrity.	# Repeat customers	Maintain "Top 30" list. Pursue customers who drop off the annual list. Pursue "Top 15" customers and track manager "contact time" with key customers. Add additional strategic suppliers
5. Creative Long-Term Vision	Expand market share in North America	# New customers Sales dollars	Increase sales through use of regional manufacturer representatives. Refine Strategic Plan Continue internal leadership development