



*A Griffiths Company*

K-Tek Carolina  
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Charlotte, NC 28134-6517  
Phone (704) 554-5657

ISO 9001:2015  
Registered

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## **Scope**

K-TEK's quality management system applies to all production related activities including metal stampings, fabrications, weldments, light assemblies, and tooling engineering.

K-TEK offers products and services in accordance with the customer's design requirements. K-TEK does not offer design services but will support its customers in any way possible.

## **Quality Policy**

K-TEK is committed to providing quality products that meet or exceed our customer's expectations through teamwork and continuous process improvement.

## **Quality Objectives**

- Customer Satisfaction
  - Measured by Customer Scorecards
  - Measured by External PPMs – PPM Goal = 800
  - Maintain or increase customer base
  
- Product Quality
  - Measured by Internal PPM – PPM Goal = 800
  - Measured by External PPM – PPM Goal = 800
  
- Productivity
  - Measured monthly – Plantwide Goal = -15%