

# Quality Policy

The Quality Program at Mid-West Spring will provide increasing value to the shareholders by establishing a framework to fulfill all Customers' expectations while providing jobs and opportunities for associates and vendors. Elements of the Quality Program are measured so change and improvement will be made in the areas of Quality, Customer Satisfaction, Delivery, Cost Effectiveness and Safety Awareness of both our environment and our product. The Quality Program requires regular communication, education and feedback between Mid-West Spring associates, vendors, customers and other operational or administrative contacts.