



Mission and Goal Statement

With our long history of providing our customers with the best in switching and circuit protection products since 1920, Carling Technologies pledges to continue to lead the industry with total commitment to quality. Quality is to be the controlling factor in the design of our corporate structure, our corporate systems, our products, our tooling, our manufacturing processes, and our customer relations. Our mission is Quality By Design! **Our goal is to provide our customers with quality products that meet all specified design parameters.**

Quality Policy

- Our entire team is committed to customer satisfaction and quality. Industry leadership in quality is a key element to our continuing success.
- We constantly strive to continue to lead the industry in product innovation combined with the best customer service and quality. Quality dominates our entire corporate discipline.
- Our Quality commitment requires us to provide products to our customers with consistent and total conformance to specifications.
- Defect prevention is paramount to our Quality By Design program.
- Our suppliers are a key part of our business. They are involved closely with us to provide materials and components consistently meeting our specifications.
- We maintain close relationships with our customers to enable us to clearly define the product and service parameters we are to consistently provide.
- We work to continuously improve our quality and customer satisfaction.

Richard W. Sorenson
President