



QUALITY POLICY

The Future Electronics Quality Policy is to **DELIGHT THE CUSTOMER** by providing an exemplary standard of quality service through superior product marketing, in-depth inventory, professional selling procedures and the most reliable operational systems in distribution.

OPERATING PRINCIPLES

- Each employee must recognize and acknowledge the existence of both INTERNAL and EXTERNAL customers
- Each employee must understand the needs of each customer and be personally committed to fulfilling those needs by providing quality and timely service in a manner that consistently exceeds customer expectations
- Each employee must accept responsibility for the continual improvement of personal knowledge and skills, business processes, and supplier and customer satisfaction
- Each employee must recognize and acknowledge a personal responsibility for the well being of our company, our associates, our customers, our suppliers and our environment