

Quality Policy

Carlex, a leading manufacturer of automotive glass components, recognizes that excellence in Quality is essential to successful business. Carlex is committed to providing world class products and services that meet or exceed customer expectations, both internal and external, and satisfy them by anticipating their needs and requirements.

Carlex will efficiently deploy a zero-tolerance approach toward poor quality and ensure quality departments have independence and authority.

Guiding Principles of the Quality Policy

Prevention

- Cultivate a culture of quality by ensuring strict compliance with laws and regulations, public and institutional standards and internal specifications
- Continuously improve and confirm that all procedures follow operational standards
- Update and enforce policies and procedures, clarify internal rules and ensure compliance with each policy and procedure
- Improve organizational structures by reinforcing the authority of quality departments so they can fully exercise their respective duties
- Invest in human resources and facilities. Focus on quality education and the development of qualified members

Detection

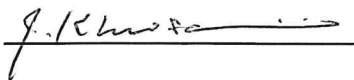
- Strengthen audit systems by improving the design and method of audits and by properly utilizing audit tools
- Streamline reporting systems by formulating reporting guidelines and creating a database for reports

Response

- Respond to problems with corrective and preventative actions
- Improve cause-analysis skills to prevent recurrences of quality problems
- Communicate promptly and proactively to our customers

Ikumasa Kinoshita

Chief Executive Officer



Craig Barnette

Director, Corporate Quality



Don Michelotti

President and COO

