

QUALITY POLICY

FINNING TOOL LAB / THE CAT RENTAL STORE IS COMMITTED TO PROVIDING SUPERIOR CALIBRATIONS, INSPECTIONS, CERTIFICATIONS, AND REPAIRS FOR OUR INTERNAL AND EXTERNAL CUSTOMERS

We strive to achieve this by:

- Promoting an understanding of our customers' needs and expectations, together with a culture of exceeding customer expectations
- Developing seamless processes by fully integrating the services provided by our suppliers and partners
- Providing the best service in the dimensional, torque, electrical instrumentation, and pressure test and measurement markets
- Providing a safe working environment for our employees
- Have zero warranty returns on service work
- Take less than seven calendar days to start a quote, calibration, or repair 80% of the time
- Service all customer complaints as expeditiously as possible by having 90% resolved within one week and 100% resolved within 60 days provided the customer is willing to respond
- Utilizing our ISO 9001 quality management system for all Finning Tool Lab and TCRS processes everywhere, every time, without exception
- Continually improving our company and our quality management system