

Quality. It's Not About Hype. It's About Commitment.

When we decided to discuss Hedwin's commitment to Total Quality, and our newly acquired status as an ISO 9001 certified manufacturer, we didn't want to obscure the message with witty commentary or hype. Our message to you should be as straightforward as our commitment to quality products and services.

A commitment to quality can be as complicated as coordinating the efforts of hundreds of people towards the goal of achieving ISO certification. It can also be as basic as the commitment of one person to the continuous improvement process that defines the Hedwin Total Quality Initiative.

Why you can rely on Hedwin to meet today's standards and tomorrow's future requirements:

- ▶ **ISO 9001 certification** in the design and manufacturing of Hedwin products.
- ▶ **Total Quality Management:** A continuous improvement process, focusing on the Customer. The goal: To meet and exceed the Customer's requirements at all times.
- ▶ **Advanced Quality Planning:** AQP employs a systematic, cross-functional approach to projects, determining the best materials, tools, and methods to meet process, product, and Customer requirements. The goal: Develop the optimum process and product.

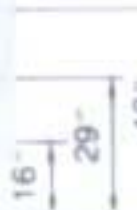
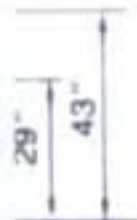
Hedwin. Our commitment to quality is our commitment to you.



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