

HUMMING BIRD



**INDUSTRIAL SUPPLY
— LLC —
814-445-8403**

HUMMING BIRD INDUSTRIAL SUPPLY QUALITY OBJECTIVES

- > 95% CUSTOMER SATISFACTION
- > 95% ON-TIME DELIVERY
- CONTINUAL IMPROVEMENT – WITH AT LEAST THREE CONTINUAL IMPROVEMENT PROJECT A YEAR
- PROVIDE QUALITY PRODUCTS AND SERVICES THAT FOCUS ON IMPROVING AND MAINTAINING A HIGH AND POSITIVE CUSTOMER PERCEPTION WITH LESS THAN 5% REJECTION RATE.

Treat your customers as you would want to be treated. Always be people of integrity and success will follow.