

Midwest International Standard Products Inc.

Responsibility to Customers

Policy

Midwest has a long standing reputation to customer satisfaction. Midwest was not built on the foundation of flooding the market with equipment, but to focus on quality and build the best dust free loading equipment possible. This starts with creating relationships with customers and following through with obligations. Regardless of cost, loss, or profit, each individual piece of equipment will be engineered and manufactured with the highest degree of competency and workmanship. We will never run away from problems and always ensure that the customer is fully informed.

Quoting

Application engineers working with potential customers must provide a design that collectively covers all of the customer's obligations for their specific application. Design, must be based primarily on functionality not cost. Midwest will never compromise the quality of equipment or design in order to undercut the competition. Midwest will always propose what we feel to be the best performing equipment for the customer's application.

Engineering

All engineering must be precise and specific to the obligations of the customer purchase order. No shortcuts or inadequate designs will be used in order to maintain low costs. If problems or questions arise in the engineering process as it pertains to the contract or purchase order, it is Midwest's obligation to contact the customer immediately to discuss in detail and provide possible solutions. Engineering is responsible to be completely transparent with management and its customers.

Purchasing

All purchased components will be of Midwest standard design and of the highest quality. If nonstandard components are required, they are to be specific to the specification. If a nonstandard application persists in which there is not a specific device or material called out, it is purchasing responsibility to work with engineering to ensure the best performing material or device is provided.

Manufacturing

All production employees are to manufacture equipment with the highest degree of care and craftsmanship. Taking time to review prints and understand the piece of equipment is important in eliminating mistakes and ensuring the completion of a successful piece of equipment. If problems persist, it is the responsibility of the production personnel to inform the supervisor, who must then inform engineering. Hiding mistakes or taking shortcuts will not be tolerated.

Service

Communication with the customer is the most important aspect in a relationship. Keeping the customer informed of project status, delays, or other problems is important so that they can be properly prepared. It is every employee's responsibility to be available for customers when they need help. We will provide courteous, competent, and exceptional service whenever a customer is in need.

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