Quality Policy

Force Inspection strives to conduct its business with a total commitment to our Customers and their requirements. We define quality, as conformance to our Customer's needs.

In order to achieve this goal, we require the cooperation and effort of the entire Force Inspection group. We must function as a team in our efforts to satisfy our Customer's requirements each and every time.

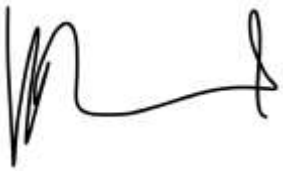
At Force Inspection we are dedicated to achieving the highest degree of Customer satisfaction.

We will achieve this by:

1. Knowing who our Customers are and what they want - through open communication at all levels.
2. Active mentoring, which helps create a culture where staff have the proper skills, and are empowered to take responsibility for their actions.
3. Making continuous improvement a part of every day and every job - through the use of the Deming model of PDCA (Plan Do Check and Act).
4. Ensuring that our Policy and Procedure Manuals reflect how we actually perform our services.
5. Remembering that we are here because of our Customers and that through on-time delivery of quality parts and service at a fair market price is how we will keep them.
6. Understanding how our duties fit into the overall flow of work at Force

Quality is just one of our Forces.

Kevin Rowand



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