

QUALITY PROMISE

QUALITY POLICY

At Wells Vehicle Electronics, we are committed to providing high-quality aftermarket automotive products that meet or exceed customer expectations for performance, reliability, and value. We foster a culture of continuous improvement, accountability, and mutual respect among employees, suppliers, and customers.

We are dedicated to sourcing, validating, and distributing dependable automotive parts through effective quality management practices, supplier partnerships, data-driven decision making, and employee engagement.

OBJECTIVES FOR QUALITY

1. Strive to exceed the defined needs and expectations of our customers.
2. Maintain a documented Quality Management System that supports continuous improvement and problem prevention.
3. Ensure all sourced products are validated to meet applicable quality, performance, and reliability requirements.
4. Develop and maintain strong strategic supplier partnerships that ensure consistent product quality and uninterrupted supply.
5. Use data-driven supplier performance metrics to monitor and improve quality, delivery, and cost.
6. Proactively identify and mitigate supply chain risks to ensure continuity and quality of supply.
7. Provide employees with the training, tools, and support needed to deliver quality products and excellent customer service.
8. Communicate quality objectives throughout the organization and establish clear responsibilities and accountability.
9. Maintain an effective work environment that supports efficient sourcing, validation, warehousing, and distribution of quality aftermarket automotive products.
10. Promote teamwork and operational excellence to enhance customer satisfaction, competitiveness, and productivity.

SCOPE

Wells Vehicle Electronics, L.P. (consisting of the Fond du Lac, WI and Centerville, IA sites) provides sourcing, validation, packaging, warehousing, and distribution of aftermarket automotive electronic and electromechanical products, including engine management systems, charging system products, sensors, switches, and related components.

WHAT HAPPENS IF OBJECTIVES ARE NOT MET?

- Customers may experience reduced confidence in our products, service, delivery, or overall performance.
- End users may encounter vehicle performance or reliability concerns.
- Poor quality performance may negatively impact Wells' brand reputation, customer relationships, and business growth.
- Increased returns, warranty claims, and operational inefficiencies from inadequate quality.