



## Quality Statement to Our Customers

### POLICY

Lindner Logistics is dedicated to maintaining a stable and safe workplace where all people are treated honestly and with respect. We are committed to developing our employee's personal and professional growth through education and team work.

At Lindner, our goal is to develop and maintain permanent relationships with our customers by providing outstanding Transportation, Warehouse and Logistics services, with no exceptions. We pledge to find a way to get the job done to the customer's satisfaction, no matter how great the challenge. We will stand behind every service commitment: and support these services with available technology: and employ friendly, skilled, knowledgeable people. We are dedicated to providing, through our performance, that Lindner is the very best service provider in the world, in the eyes of our most demanding critics, Our Customers.

### Intent

Through active planning in every function in the company, we strive to provide services that consistently meet all quality, scheduling and financial objectives. Furthermore, we will dedicate ourselves to continually improving the quality of our products by focusing on our processes and procedures.

- Every employee at Lindner Logistics is part of our quality system
- Each of us will strive to satisfy the quality expectations of our customers both internal and external
- Each of us will strive to identify and eliminate the sources of errors and waste in our processes and procedures

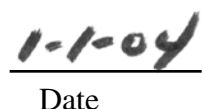
### Responsibilities

Each member of management is responsible for:

- Communicating our quality policy to each employee
- Clarifying specific responsibilities for quality
- Developing and reviewing strategic plans and objectives on an on-going basis
- Implementing a quality management system to carry out the plan and objectives
- Monitoring and continually improving the level of customer satisfaction
- Monitoring and continually improving the defect and error rate of internal procedures and systems
- Implementing, funding and reviewing quality improvement programs
- Providing education, training and direction I quality disciplines for all employees

  
Member

  
Member

  
Date