

Quality Focus



**TVH** 

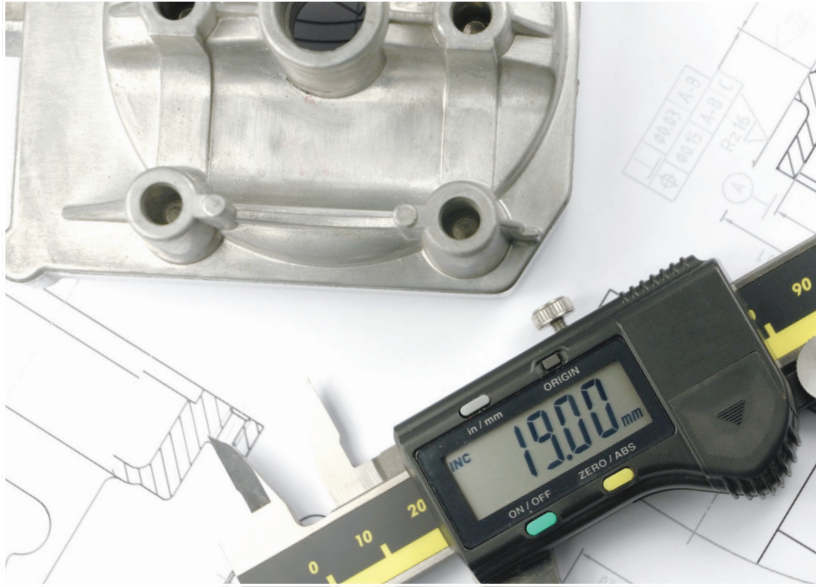
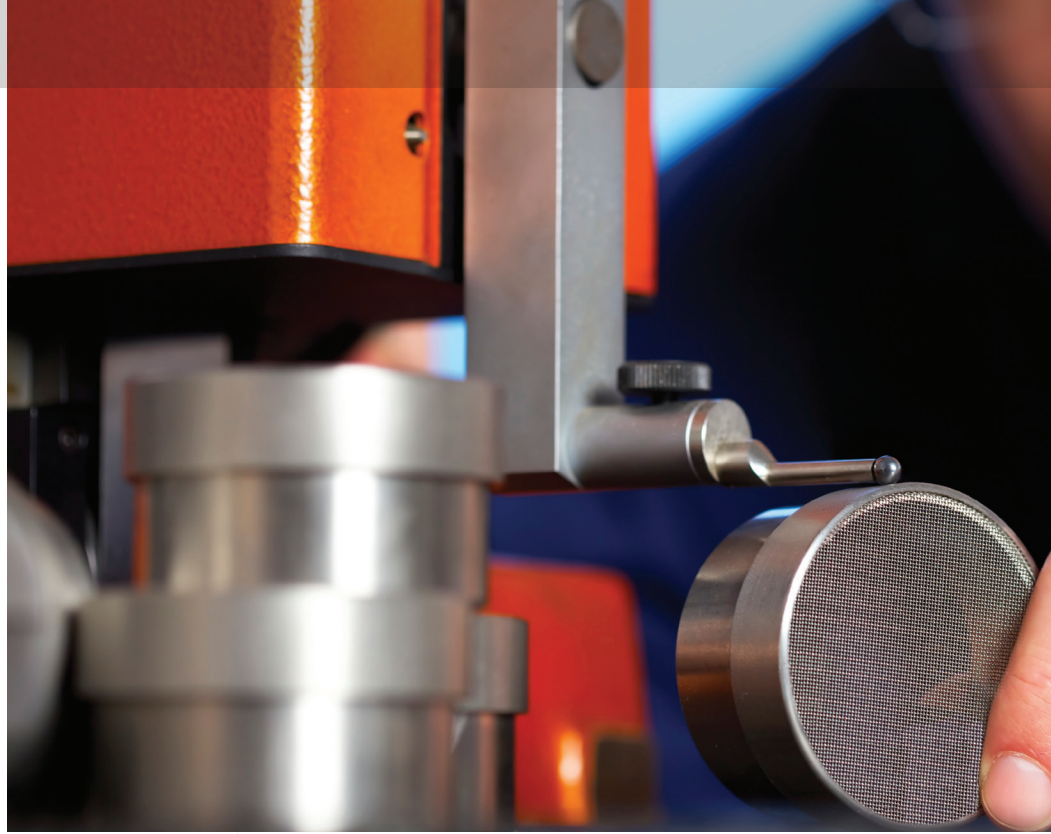
## Product Knowledge

We are committed to staying current with the latest technologies, developing new products and gathering product information to better serve our customers. We have a wide range of products for the thousands of material handling and industrial equipment manufacturers.

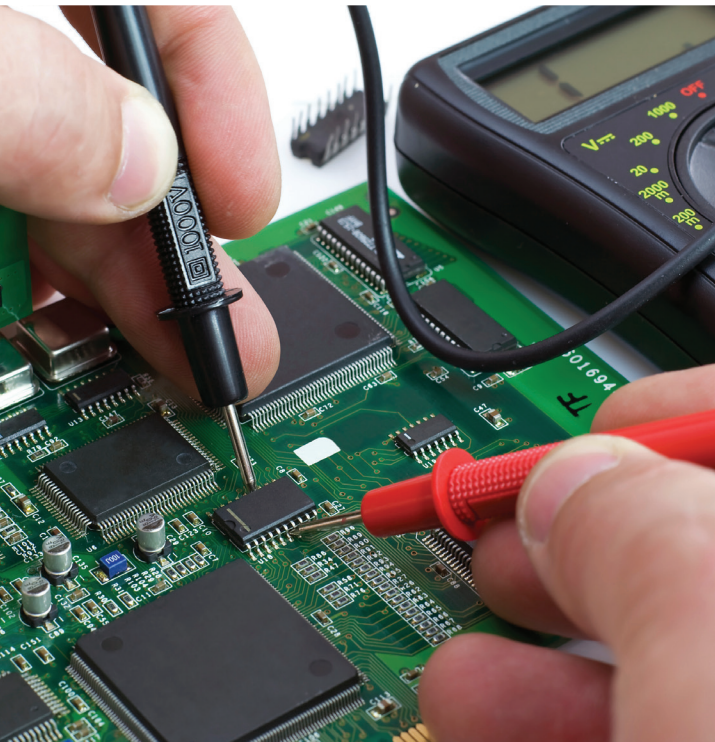
We are constantly training and learning about the products we offer to communicate the benefits and to help you choose the right part. Our knowledge and commitment put us at the forefront of the material handling and industrial equipment industry, making us the One-Stop-Shop when searching for the right part for the right application.

Our quality accuracy is 99% and all of our products either meet or exceed Original Equipment quality standards.

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## Quality Focus

We have strict quality management system guidelines. We have regular quality audits where trained, independent personnel ensure the integrity, conformity and the effectiveness of the system.

We use many tools to ensure quality standards are met. Metal hardness testers are used to measure all ranges between 15n and Rc. Spectrometers are used to measure properties of light over a specific portion of the electromagnetic spectrum, typically used in spectroscopic analysis to identify materials.

Our coordinate measuring machine (CMM) measures the physical geometrical characteristics of a part. Our surface finish tester measures the surface smoothness of machined parts and plastic.

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## Product Solutions

Returns and product problems are not only quality related. When a claim is submitted, we realize that the origin of the problem could be related to a quality, vendor or logistic inconsistency.

When a quality, vendor, or logistic inconsistency claim is submitted, the Claims Department begins a comprehensive research process to solve the problem.

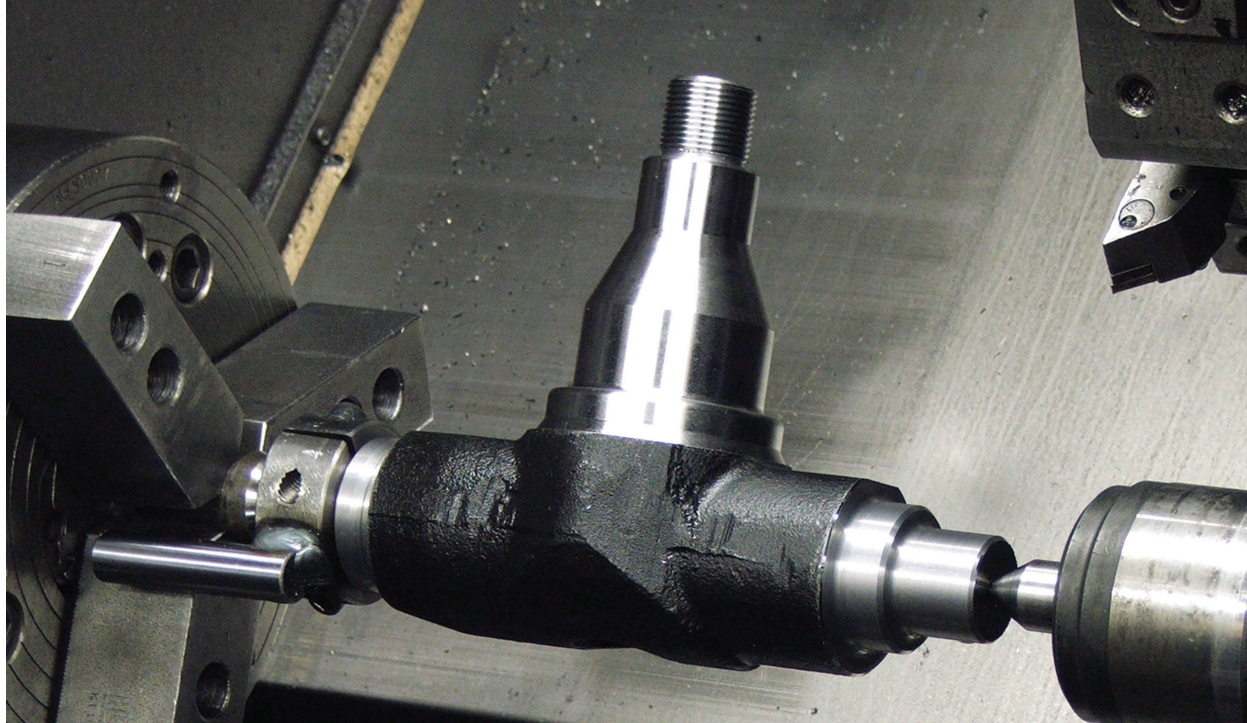
We have a comprehensive warranty database to record our problems and complaints, and to measure our product performance. This drives corrective action and directs incoming inspection. We research critical dimensions with mating parts, and record electronic drawing data from our vendors.

We use all of this product data to assure corrective action is immediately taken when a product does not meet our quality standards.

Over 80% of our product is  
the EXACT same as the OEM.

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PARTS & ACCESSORIES