

# The Gorman-Rupp Company

## Quality Policy

*Quality is more than the performance and appearance of the final product. Quality is our total performance in meeting all the demands and expectations of the final customer from product development through after-sale service.*

*Every employee is also a customer and a supplier who must receive and give quality product and service in a prompt and courteous manner. Supervisors and managers have the responsibility to see that quality is promoted.*

*We will strive for continuous quality improvement by emphasizing the prevention of errors, building in quality and improving processes, rather than inspecting in quality.*

*Satisfied customers determine the success of the Company and each employee. Every employee shares in the benefits derived from satisfied customers and efficient operation. It is the responsibility of every employee to contribute to the same through teamwork and the building of a quality system.*



**D.J. Daniels**  
Group President

