



Quality Policy and Vision Statement

1. We exist to serve our customers. Our products will be the best available, delivered with a sense of urgency, at a price that provides our customers with the best value and us with the profit to sustain our operations.
2. We will be the leader in the material handling industry. The key to sustained leadership is continual improvement. We will always find more ways to be more efficient and responsive.
3. We will achieve constant improvement through open and timely communication. We will always listen and respond to customers, dealers, suppliers, and each other.

Objectives

MCFA's top objectives are consistent with our Quality Policy and Vision Statement, and are measured through our incentive program. The criteria of this program are analyzed against targets defined by the company's top management. The results are posted in a timely manner, and are communicated throughout the organization.