

Quality Policy

Carlex, a leading manufacturer of automotive glass components, recognizes that excellence in Quality is essential to successful business. Carlex is committed to providing world class products and services that meet or exceed customer expectations, both internal and external, and satisfy them by anticipating their needs and requirements.

Guiding Principles of Quality

- Act with integrity in all aspects of our work.
- Ensure compliance with customer requirements, as well as with all legal and official standards.
- Continually improve processes and the quality management system utilizing the PDCA cycle and the Quality Tools to identify true root causes, reduce variation and mitigate risk.
- Proactively review and enhance our quality management system by making effective use of internal and external audits.
- Measure the effectiveness and efficiency of the Quality Management System with KPIs for customer satisfaction and cost of quality with targets set by Carlex Management.
- Understand the Voice of the Customer and respond immediately to fulfill their needs.
- Provide an environment in which our team members are able to contribute and perform at their highest level.

Tim Kanai
Chief Executive Officer



Craig Barnette
Director, Corporate Quality



Don Michelotti
President


