



Quality Strategies

Quality is a deliberate and continuous effort woven into processes for every phase of fulfillment, from order processing to packaging and shipping.

Quality Policy Statement

Pinnacle recognizes the importance of customer satisfaction. We are dedicated to achieving 100% customer satisfaction by meeting all quality, service, value and regulatory expectations. In order to achieve and maintain this goal, we utilize the ANSI/ISO/ASQ 9001- 2008 Management System.

- Customer Satisfaction Strategies
 - Defined responsibilities for all aspects of the organization as they relate to our customers
 - Frequent measurement, review and improvement of all customer satisfaction metrics
 - On-time shipping performance
 - Fulfillment rate
 - Returns
 - Complaints
 - Customer opinion surveys
 - Culture of continuous improvement
 - Documented processes and requirements
 - Team building
 - Stretch goals & associated feedback
 - DMAIC problem solving
 - Lean process methods
 - Technology
 - Quality feedback is communicated to all organizational levels



Every employee at Pinnacle has a clear understanding of this Quality Policy Statement. This statement is posted in all offices, conference rooms and factory locations. We also post our customer satisfaction metrics in strategic locations so that all employees are aware of our advancement and our unwavering dedication to quality.

Quality Strategies

- ISO 9001:2008 Certified
- IPC-A-610D Trained Labor Force
- J-STD-001 IPC Class 3 Solder Trained Team
- Lean 5s Training
- Employees Receive 200 hrs./yr. of Job Specific Training

Quality Control Mechanisms

- SAP Business One ERP
- Automated Workflow Processes
 - POs | NPIs | ECRs | TDRs | RMA's | QARs