



QUALITY LEADERSHIP MESSAGE



PRINCIPLE #8: Changes Never Compromise Quality



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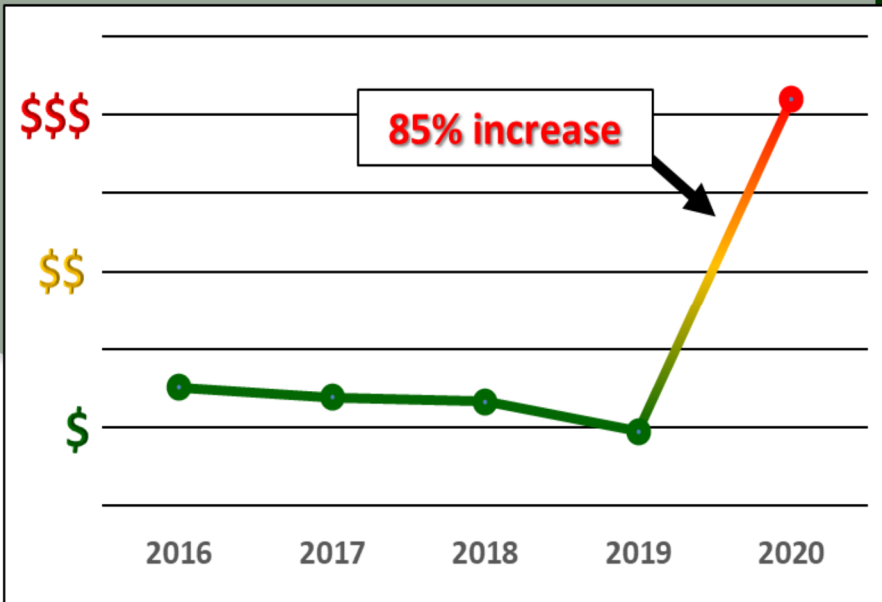
As communicated in July, the COVID-19 pandemic we are facing is the biggest **“change”** of our lives and within the industry. **First Priority** is protecting yourself and the people around you from this devastating virus . . . **both at work and in your personal life**. Please **wear your mask, wash your hands regularly with soap and water or use hand sanitizer, and social distance at least 6 feet**. If we **ALL** follow CDC guidelines we can continue to deliver the **“Best in Class Quality”** to our customers.



QUALITY IS:

- OUR RESPONSIBILITY
- OUR JOB SECURITY
- OUR FUTURE!

OMIS Cost per Unit (CPU)



Current warranty cost have increased at a dramatic rate (85%). Whether in-station, end of line, or at the dealer . . . every time work is redone, the **“cost of quality”** increases.

We must help drive down the cost of quality through this uncertain time by:

- *minimizing absenteeism*
- *driving a stable workforce / work process*
- *escalating when you don't get good parts . . . on time . . . from our suppliers*
- *encouraging each other to improve our products, our services, and our lives . . . every day*



“Drive to be #1 - Improve Every Day”