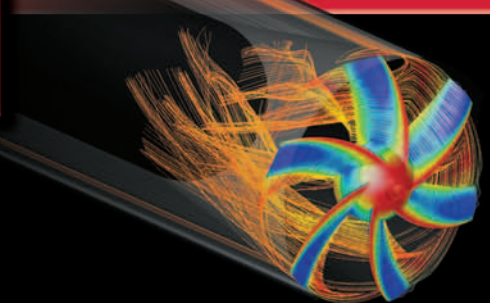




At the very forefront of manufacturing excellence within our industry!



### **CERTIFICATION...**

The **COOK** ISO 9001 quality system involves every department of the company with specific responsibilities that insure the high level of quality produced by our company. The activities that make up this comprehensive quality management system are regularly audited by a recognized third party authority that certifies conformity to the strict ISO 9001 standards.

### **STANDARDS...**

The ISO 9000 series is one of the most broadly respected and successful series of quality standards in the world of manufacturing and service. This series represents an international consensus on good management practices. It provides rigorous organizational guidelines on what constitutes an effective quality management system.

The purpose of these standards is to ensure that the organization can consistently deliver products and service that meet the customer's quality requirements.

### **The ISO 9000 series includes three standards:**

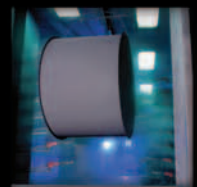
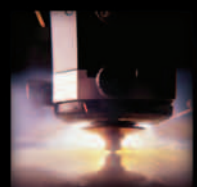
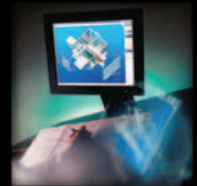
- *ISO 9001 - Quality Assurance in Design, Development, Production, Installation & Servicing*
- *ISO 9002 - Quality Assurance in Production, Installation, & Servicing*
- *ISO 9003 - Quality Assurance in Final Inspection & Test*

**LOREN COOK COMPANY** has been certified to the most comprehensive of these quality models, ISO 9001. This encompasses all of our company activities. As one of the first manufacturer's in our industry with ISO 9001 Certification we are proud to take the leadership role in quality and customer service.

### **BENEFITS...**

**Our customers have realized many benefits since our ISO 9001 Certification in 1998:**

- *Documented customer feedback on product quality and service*
- *Consistent methods of solving problems and reducing the possibility of their recurrence*
- *Continuous improvement in both products and service*
- *Better products at lower costs*
- *Additional organization efficiency*



**COOK**

## **COOK CUSTOMERS ARE THE WINNERS...**

With ISO 9001 Certification **COOK** customers can be assured that our products are built to the highest quality levels in our industry. We know that when you design and specify a mechanical system for your customers, the quality and reliability of our products are critical to your reputation and future success.

That's why **COOK** stands behind every product we build with the most comprehensive engineering support program in the industry. From our acclaimed **Compute-A-Fan** selection software and **FanDrafter** AutoCAD template package to our friendly and knowledgeable customer service staff, you can depend on **LOREN COOK COMPANY** to back you up.

ISO 9001 Certification is simply further proof of **COOK's** ongoing commitment to industry leadership and excellence. But most of all, it means our customers are guaranteed of getting the very best.

## **QUALITY SYSTEM...**

Everything is included with nothing left out. The ISO 9001 Quality System at **LOREN COOK** involves every part of the company in specific activities that assure the quality of our products from the design phase and marketing through manufacturing, delivery and customer service.

### **Our ISO 9001 Quality System includes the following elements:**

- *A defined and documented market driven product development procedure that considers the needs of our customers at every phase of the project.*
- *Clear and enforceable purchasing standards to assure that production starts with the highest quality materials available.*
- *Documented calibration standards for production equipment, fixtures, and measuring devices.*
- *Proven quality control techniques in manufacturing like first and last component parts inspection, employee quality checks, and final product inspection and test run.*
- *Statistical Process Control techniques used in critical processes like powder painting and the collection of corrective action data.*
- *Employee training to documented work instructions.*
- *Documented work instructions in order entry and customer service.*
- *Top level management overview of every element of the quality system.*
- *Internal audits to assure continued compliance of ISO 9001 standards.*



## **LOREN COOK COMPANY**

2015 E. DALE STREET  
SPRINGFIELD, MO 65803-4637  
417.869.6474  
FAX 417.862.3820  
lorencook.com

