

## Precision Rollers You Can Rely On™



***Customers repeatedly tell us that the superior quality of our products is a key reason why they choose to do business with Imperial.***

***"Their technical expertise marks them above the rest."***

***"Their product quality is unmatched."***

### ***Superior Quality Mechanisms***

Imperial utilizes a variety of industry best practices and tools to ensure that our products meet our customers' most exacting requirements. The key to our success is our people, many of whom have been with the company for 10 years or more. Our front office and manufacturing personnel are cross-trained to ensure that we always have additional resources to handle critical functions.

Our production schedule is computer-based, leveraging a key benefit of the ERP (Enterprise Resource Planning) software we invested in to help us run the business. This allows us to plan and produce in the most efficient manner. Exceptions (emergency services) are managed directly by our Director of Manufacturing.

We handle new products and new customers following specific procedures which we have developed to ensure that we thoroughly understand your application, so you receive exactly what you need.

Every step in the manufacturing flow follows well-defined, written Standard Operating Procedures (SOP's) to ensure that products are made with proven, repeatable processes. Our people are continually trained in these SOPs and frequent communication keeps them apprised of any changes, which are governed by a formal Engineering Change Order (ECO) procedure.

Taken together, these steps help us ensure that the products you order are made to completely satisfy your specific requirements, consistently from order to order.

- Superior Quality
- On-time Shipping
- Responsive Customer Service

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