

*TOP 5 MOST COMMON*  
**FRUSTRATIONS WITH CONTRACT**  
**MANUFACTURERS**

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## 1. UNRELIABLE.

- “They cannot consistently meet my production demands.”
- “They do not follow through with their commitments.”

## 2. REQUIRE CONSTANT ATTENTION.

- “They are unable to meet my quality expectations.”
- “They do not anticipate my needs.”

## 3. UNAVAILABLE.

- “They do not have knowledgeable people available to answer all of my questions.”
- “They do not keep me informed about the production of my products.”

## 4. NO TRUE PARTNERSHIP.

- “They are concerned only with how my business benefits them.”
- “They impose inflexible lead times and minimum-run requirements and do not accommodate emergency shipments.”

## 5. LACK OF TRANSPARENCY.

- “They attempt to impose fees without prior discussion or agreement.”
- “They are not candid about manufacturing issues that arise.”



# HOC VOWS



## **QUALITY:**

We vow to make quality our highest priority at every step in our production process and independently ensure and verify such quality through ISO 9001:2015 and our Product Specification Quality System™ (“PSQS”).

## **ETHICS:**

We vow to operate with uncompromising integrity and honesty in our dealings with you, your customers, and our HOC team.

## **CUSTOMER SERVICE:**

We vow to offer unrivaled customer service through continual communication, transparency, and anticipation of your needs.

## **COST COMMITMENT:**

We vow to maintain an agreed-upon pricing model and adjust pricing only when necessary based on documented changes in economic circumstances.

## **PRODUCTION CAPACITY:**

We vow to meet your current production needs and to support future growth initiatives.

## **PRODUCTION FLEXIBILITY:**

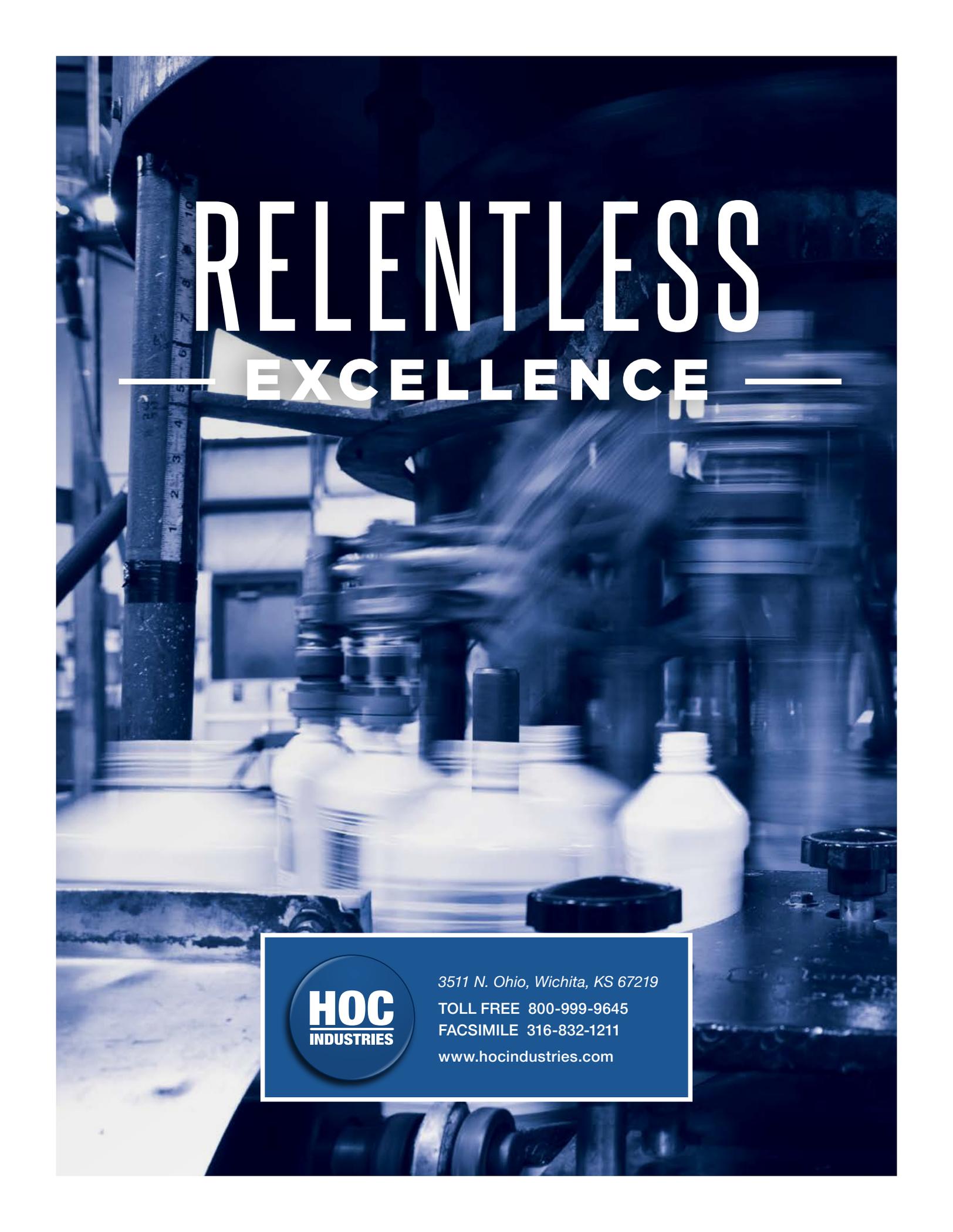
We vow to meet agreed-upon lead times and to use our best efforts to respond to unexpected production needs.

## **SHIPPING & LOGISTICS:**

We vow to accurately ship your products on schedule in a quality manner and to use our best efforts to accommodate emergency shipments during non-business hours.

## **INNOVATION:**

We vow to work diligently to identify other areas of cost savings and product improvements for you.



# RELENTLESS

# EXCELLENCE

**HOC**  
INDUSTRIES

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