



WHAT DOES RELENTLESS EXCELLENCE

MEAN TO YOU



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We are passionate about excellence. We are unwilling to compromise or tolerate anything less than excellence in all aspects of our operations: quality, efficiency, cleanliness, organization, and safety.

We do not view excellence as a one-time goal to achieve. Rather, we believe it is who we are, and it pervades everything we do. As a family-owned and operated company, excellence has been engrained in our culture over the past 80 years and will endure for the next 80 years.

How do we define our passion, our obsession? We call it **“Relentless Excellence™”**.



# HOC VOWS

Relentless Excellence™ stems from our passion for our Customer-Partners.

## 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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