Statement of Quality Policy

Mission Statement

NCA Technologies Inc / McDanel Advanced Ceramic Technologies LLC is a technology based organization committed to continuous improvement of the Quality Management System. Our mission is to supply high purity ceramic products and engineered solutions for demanding applications while generating the financial resources necessary to assure our future and our prosperity.

We intend to excel by developing a high performance organization capable of meeting and exceeding customer needs through a high level of quality and service. We seek to establish partnerships with our customers to jointly identify new needs and solutions.

Our Policy

With the customer

Our customer is the only source of defining quality. We dedicate our resources to achieve the total satisfaction of the customers needs. We establish a customer relationship that is strong and long-lasting, with a focus on mutual prosperity.

With the supplier

We develop a working relationship with our suppliers. The quality of their service is an essential element to maintaining customer satisfaction. We measure the performance of our suppliers based on their contribution to the organization's performance.

With the management

Our management and staff provide an example of ethical and sincere behavior. We work diligently to create an environment that builds confidence and mutual respect, allowing us to accomplish our mission as a team.

With the individual

We commit to creating an environment that allows each individual within the organization to grow to their full potential. In order to reach this objective, the focus is on participation, training, communication and recognition, as well as the delegation of authority and responsibilities.

Mike Ingram	Chief Executive Officer
Kim Rheingrover	VP of Sales and Business Development
John Dodsworth	VP of Materials Technology Business Manager, Sialon
Mark Fabiani	Controller/Secretary
Heather Ray	Quality Manager
Wendy Jones	Human Resources Manager

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