

## **DAISY DISC CORPORATION MISSION STATEMENT**

### **Overview**

Daisy Disc Corporation endeavors to provide complete logistical service solutions for our customer's. We are dedicated to providing our services in a cost-effective manner and by utilizing ISO9000:2000 certified procedures. We work constantly to improve our service and make it easier for customers and vendors to do business with us.

### **Services**

**Logistics outsourcing and product return services with warranty administration** are the two primary Daisy Disc service offerings. We will improve processes and the menu of items to make these services more acceptable to a wider market. These services eliminate the need for our customers to invest in facilities, staff, training, and reporting systems.

#### **Features Include:**

- EDI order processing.
- Inventory control and tracking.
- Advance shipment of replacement items.
- Committed fill rates for orders and same day shipping.
- Receipt of material from customer operations and their customers.
- Evaluation of returned items for OEM Warranty.
- Warranty administration and recovery.
- Test and repair of returned items.
- Data erasure.
- Custom reporting.

**Evaluation, testing, and repair** services provide customers with a convenient and cost effective means of discovering the condition of their product and recovering any product value. We will continue to improve our sales process, and make it easy for our customers to do business with us.

#### **Features Include**

- Competitive fixed fee pricing.
- Skilled Engineers.
- ESD protected environment.
- Fast turnaround service.
- 90 day warranty on repairs.
- Professional packaging.

**Sale of products** we service is available to our customers. We intend to create new selling channels for our disk and tape products and improve and automate more processes to make it easy for customers to do business with us.

#### **Features include**

- Competitive pricing.
- Professionally cleaned and packaged.
- Thoroughly Tested
- 30 Day minimum warranty

### **Customers**

We intend to make it easy for customers to do business with Daisy Disc Corp. We listen to customers and we design unique solutions to meet their challenges. The programs we develop are tested for proof of concept, automated, controlled, Measurable and cost effective. The custom reporting we provide allows customers To better manage their business.

### **The Environment**

One of our main objectives for the past few years has been to become environmentally responsible and eliminate paper usage by automating our processes. Internal documents, procedures, and policies are now on line and information is disseminated via Email. We will continue to reduce the amount paper and other natural resources used throughout the company.

### **Employees**

Daisy Disc Corp. offers opportunities for the personal development of all employees and each employee's growth is reviewed annually. Cross-training and advancement are emphasized. The company provides fair and adequate compensation, safe working conditions, stable employment, and challenging work to those employees dedicated to improvement and willing to better themselves.

### **Vendors**

Daisy Disc Corp. regularly evaluates suppliers and intends to continue and expand the business we do with those offering quality goods and services and best business practices.