



We've reached out to key Zoeller Company team members to get their take on each of Zoeller's pillars. Here is their input on QUALITY.

Patrick Stone, Corporate Quality Manager

Quality is a common claim among most companies, but many lack the data to support their stated commitment to Quality.

But what is Quality? There are many definitions, some more formal than others. My favorite definition was from an attendee in a Quality 101 course taught by ASQ (the American Society for Quality): "Quality is when our customers come back but our products don't!"

That quote might be the simplest yet most elegant way of stating the goal of Quality: to provide robust products that are free of defects which leads to happy and repeat customers. Quality is not a department; it is a characteristic that either exists or does not exist within a product or process. While we can check to see if the quality characteristic exists through inspections, the quality characteristic is added at the source (i.e. the person or machine doing the process).

Quality is often thought of as a thing to be obtained. We want good quality parts, good quality products, and good quality service. However, like success, quality is not something you can obtain once and always have. Instead, quality is a constant journey of doing what is right simply because it is the right thing to do.

Quality must be constantly challenged to improve in order to remain evident. Tracking quality problems and finding ways to eliminate their causes is required to ensure we are providing customers with the high-quality products they deserve.

Zoeller's commitment to quality is world class. It has been first of the four core values of the company since it was founded over 85 years ago. Utilizing field data in parallel with quality improvement principles has allowed the Zoeller brand name to become synonymous with high quality. To maintain the high-quality products and services our customers deserve, we must continuously review trend data, find root causes, incorporate corrective actions, and repeat.

In the end, because having good quality is a journey, we must work every day to earn the badge of trust as we have for the last 85+ years.



Dwight Newton, Chief People Officer

We have AMAZING products. There is no doubt about that, and that comes from hard work. From our vendors, our employees who work on the materials, the design, the maintenance, the improvements, and the packaging to sell the very best. That is all measured, checked and validated, signed off on and quantified by professionals through the process. Zoeller Company and the Quality Department as well as all others who deal with the product exemplify Quality. Our Corporate Quality Manager – Patrick Stone can tell you all about that.

I want to talk about another side of quality. That is our people and our values. “Improving People’s Lives” has long been said when our folks are asked.

As an organization we know that the best products are the base of what we do, but to meet that requirement it is important that we have the best possible people. From the individuals who drive the trucks to deliver material, through the whole manufacturing and engineering process – we have quality checks. From the product design and creation, we have people who have years and years of experience making things the right way. In marketing and sales, we are constantly working toward being where the customer is and getting them the best possible options to purchase. In our accounting and finance department we are working with the divisions to ensure profitability and measuring and reporting useful data in a timely matter. We are even thinking about quality when we hire or decide to change organization structure.

The Quality of our People make the Quality of our Procedures and Policies Possible.

Quality, Service, Innovation and Integrity. Literally the base of who we are and what we do.