



QUALITY POLICY

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Mask-Off Company and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products on time and continually improve our Quality Management System.

QUALITY OBJECTIVES

Product Quality to Customer $\geq 98\%$

OTD = On-Time-Delivery $\geq 95\%$

Overall Customer Satisfaction Average $\geq 97\%$

PROCESS METRICS

Receive contract to order confirmation ≤ 3 Business Days
 $\geq 95\%$

Time between material receipt and 1st lab/production trial sample ≤ 60 days - Target $\geq 95\%$ Both for Customer initiated projects only.

Measure Top Suppliers by $(OTD+Quality)/2 \geq 95\%$

Scrap Rate $< 2\%$

VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy