

### Quality Policy

We have established this quality policy to be consistent with the purpose and context of our organization. It provides a framework for the setting of our quality objectives. It's our commitment to satisfy applicable customers' regulatory and legislative requirements; moreover, it's our commitment to continually improve our management system. Our policy simply stated is to deliver exceptional products and services on time.

**Customer focus:** As an organization, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

**Leadership:** Our Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of People:** As an organization, we recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for all our benefits.

**Process approach:** As an organization, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** We have committed to achieving continual improvement across all aspects of our quality management system.

**Evidence-based decision making:** As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

**Relationship management:** MBK Tape Solutions recognizes that an organization and the relationship it has with its external providers are interdependent and mutually beneficial relationships enhance the ability of both to create value.

# MBK

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## TAPE SOLUTIONS

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## Quality Objectives 2021

To meet or exceed customer delivery expectations on at least 90 percent of the orders.

To send out fewer than 1 percent of products with defects.

To receive from our vendors fewer than 1 percent of products with defects.

Maintain a customer satisfaction rate of 90 percent and above.

