



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
 $\geq 98\%$

Time between material receipt and 1st lab/production trial
sample ≤ 60 days - Target $\geq 95\%$ (for all projects)

Measure Top Suppliers by $(OTD + Quality) / 2 \geq 90\%$

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