



# QUALITY POLICY

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**SAS 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

Quality To Customer  $\geq 90\%$

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

## PROCESS METRICS

Supplier Quality  $\geq 90\%$

Supplier OTD  $\geq 95\%$

Scrap Rate  $\leq 5\%$

Order Receipt to Customer Engagement within 40 business Hours.  
 $\geq 95\%$

## MISSION

To achieve and maintain leading edge status in the field of contract manufacturing and to set new standards of excellence in customer service and product quality that will secure us a place as a leader in the electronic assembly industry.

## VISION

To be at the forefront of creating value for our customers by offering quality Parts with unmatched service.

## 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.