

# QUALITY POLICY

**Modified Plastics, Color Science and its employees are committed to meeting customer 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 & KPI's**

Product Quality to Customer  $\geq 98\%$

On Time Delivery  $\geq 95\%$

Customer Satisfaction  $\geq 4$  out of 5

Orders Entered Correctly  $\geq 98\%$

Supplier Quality  $\geq 95\%$

Supplier OTD  $\geq 95\%$

(MPI) Time from Project Initiation to Completion  $\geq 95\%$  within 30 business days

(CSi) Time from Project Initiation to Completion  $\geq 95\%$  within 30 business days

(CSi) Time from Color Match Initiation to Completion  $\geq 98\%$  within 10 business days

## **MISSION**

Provide rapid and dependable Custom Compounding, Custom Colors, as well as Laboratory and Technical Services, while providing exceptional services and value to our customers.

## **VISION**

To be at the forefront of creating value for our customers by offering quality materials 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.