



## Quality Policy

### POLICY

Injection Technologies Inc. is North America's Leading Provider of Mold Trials. The company is committed to achieving its objectives by providing its customers an efficient and accurate tryout event. The organization is focused on consistently reinvesting and maintaining equipment with the latest technology as well as ongoing training for its employees. Injection Technologies ensures all customers and their associates are provided with the highest level of quality customer service. The Company's goals are to exceed expectations and standards by following professional and advanced business practices. Injection Technologies Inc. is dedicated to continuously improving the effectiveness of its Quality Management System.

### QUALITY OBJECTIVES

It is the organization's objective to achieve customer satisfaction by producing the best molded part achievable with customer supplied molds and materials. The organization's Quality objectives shall be measured and recorded quarterly and are as followed:

- Top 5 Customers shall have trailing month purchases of no less than 85% of the previous period.
- Customer surveys shall have no less than 85% satisfaction, measured as good or better.
- To allow for maximum utilization by customers, minimizing machine down time is integral to Injection Technologies Inc.

### SCOPE

Injection Technologies Inc. aims to obtain continued customer satisfaction by delivering quality mold trials using the latest technology alongside continuous improvements to its Quality Management System. Injection Technologies Inc. is focused on exceeding its customers' expectations by offering the best experience possible for each mold trial.

Its focus shall be on:

- Ensuring the customer and their associates are treated with respect.
- Ensuring that molds and materials are transitioned as efficiently as possible.
- Ensuring our operators produce the best part possible utilizing repeatable parameters.
- Ensuring parts are manufactured, packaged and shipped according to customer requirements.
- Ensuring employees have adequate training and are satisfied in the positions.