

THE MICROPROSS PLEDGE OF QUALITY

Customers and partners satisfaction is one of the highest priorities of Micropross.

Quality of innovation sits alongside with this quality pledge. Delivering a solution that is unique and fulfills all our customers and partners' requirement shall lead our quality management system. We're looking to anticipate our customers' needs whenever possible.

There must be a shared commitment to achieving this quality pledge. We want our customer to get benefit of our progress in a continuous quality improvement initiative.

Our quality objectives are as follows:

We are committed to providing a high level of service and unique products to our customers:

- ▶ We provide reliable, innovative products and services to fulfill our customers' needs :
 - We provide support service on a reactive basis and listen carefully our customers all through the products life cycles.
 - We follow a standardized process to ensure quality of all our products and services.
 - We refuse to create or send any defective product to our customers and partners.
- ▶ We deal with customers problems and stay professional at all times.
- ▶ We provide excellent service quality all around the world.

We are customer centric:

- ▶ Customer satisfaction ranks over all.
- ▶ We listen our customers and react accordingly.
- ▶ We fulfill our commitment.
- ▶ Transparent communication helps build trust with us.

Our staff members shall refuse to compromise quality:

- ▶ We expect our managers to lead the way.
- ▶ Higher level of autonomy on the job provides our employees the responsibilities inherent to their employment.
- ▶ We're pursuing a continuous quality improvement initiative thanks to our quality indicators.
- ▶ We promote all exemplary attitudes.
- ▶ Customer satisfaction is our key indicator of quality.

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