



Quality Policy Statement

It is the policy of Major Inc. to deliver the right product (or service), on time, and in compliance with our customer's requirements. We are committed to gradually improving our management system's performance, and in satisfying applicable requirements, including statutory and regulatory.

Top Management is dedicated to maintaining a quality culture that is appropriate to our mission, vision, and values of our organization.

Quality Objectives

Major Inc. currently concentrates on three quality objectives:

Objective 1

Demonstrate on-time delivery of 95% for all orders based on the final delivery expected dates in SXe.

Objective 2

Demonstrate order accuracy and product quality at a level of 95% for all orders (domestic, export, direct shipped, and Major consolidated).

Objective 3

Maintain a customer satisfaction rate of 100% satisfied by collecting data from quarterly customer feedback surveys.

Approved: Dave Kuhn

Position: President

Policy Date: 3/24/17

Signature:

