



# Quality Policy

At **COTO Technology** we are committed to **continually improve** our quality management system in order to **achieve total Customer Satisfaction**.

We will attain this through **good communication** and a work environment that **develops, challenges and rewards** our employees while fostering the **growth of our business**.

**QSP-01 Rev: C**

# Quality Objectives

Objective	Goal
<p><b>1.- The provision of superior products and service to our customers,</b></p>	<p>PPM &lt; 150 PPM TAT &lt; 10 days ( Turn around time) OTD &gt; 90%</p>
<p><b>2.- Continual improvement of our Quality Management System</b></p>	<p>At least 2 Continual Improvement projects successfully implemented that impact Customer satisfaction</p>
<p><b>3.- Customer satisfaction as a principal goal,</b></p>	<p>1. Customer Score Evaluation Key Account : Achieve an overall score for Keysight &gt; 3.5 and Advantest &gt; 3.0</p> <p>2. Customer Survey: Achieve an overall score &gt; 6.5</p>
<p><b>4.-Create and maintain a work environment for our employees that encourages innovative thinking, leadership, decision making, and a commitment to continual improvement,</b></p>	<p>Ideas to Action (Mxli. Labor operator ) at least 1 or more successfully and implemented projects by quarter</p> <p>Self Directed Teams (Indirect labor) at least 2 projects to continual improvement successfully implemented, <b>1 project related to innovation</b> successfully implemented by the end of the year .</p>
<p><b>5.-Work with suppliers to ensure continuous adherence to Coto Technology's requirements</b></p>	<p>Achieve 80% minimum at overall score.</p>