



## **MTech Mobility Quality Policy**

- 1.1. MTech was established in 2014 to provide mobility management and repair services to the mobile enterprise industry.
- 1.2. Based in Palm Beach, Florida with additional locations in Norcross, Georgia, Wexford, Ireland, and Shenzhen Guangdong, China.
- 1.3. MTech is driven by Quality. We are passionate in our pursuit to deliver the highest level of quality products and services to our customers that rely on mobile technology every day. Our commitment to continuous improvement and the MTech Quality Management System provides an environment that:
  - 1.3.1. Fosters employee goal setting and achievement seeking attitudes.
  - 1.3.2. Drives quality through the continuous monitoring and measurement of Key Performance Indicators (KPI's) and training of employees.
  - 1.3.3. Prevents defect escapes and next process inflows through multiple Quality Control checkpoints.
  - 1.3.4. Continuously performs regular audits of internal processes and utilizes automation to improve quality and efficiency of operations.
  - 1.3.5. Provides rapid identification and structured response to possible defects that may impact customer deliverables.
  - 1.3.6. Provides strong supply chain through strict supplier selection criteria and controls.
  - 1.3.7. Drives customer satisfactions through effective monitoring and analysis of customer KPI's.
- 1.4. Policies and procedures are reviewed regularly and are available to all employees through MTech's Quality Management System.
- 1.5. This policy is posted at all company locations.
- 1.6. Although the Chief Operating Officer is ultimately responsible for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole company culture.
- 1.7. MTech Mobility strives to achieve outstanding levels of quality by:
  - 1.7.1. Measuring internal KPI's including, but not limited to, first pass yield, rework percentages, SLA's, and customer satisfaction through reporting and quarterly business reviews.
  - 1.7.2. Maintaining our commitment to continuous improvement for all processes internal and external.
- 1.8. The framework for setting quality objectives is defined in the Quality Manual.
- 1.9. The Human Resources department is responsible for communicating the Quality Policy to all personnel working for or on behalf of MTech Mobility. The Quality Policy is distributed to employees as part of their new hire package. The Sales department is also permitted to access the Quality Policy in a read only format to allow distribution to prospective customers upon request.