



Quality Policy F-520-001-A

# QUALITY POLICY

**Brax Company and its employees are committed to meeting customer and legal requirements to achieve customer satisfaction. We will always strive to provide quality products on time and to continually improve our Quality Management System.**

## **QUALITY OBJECTIVES & KPI's**

Product Quality Acceptance by Customer  $\geq 95\%$

On Time Delivery  $\geq 80\%$

Customer Satisfaction  $\geq 87.5$  (Quality + OTD)

Proposals Converted to Contract Acceptance  $\geq 30\%$

Supplier Quality  $\geq 95\%$

Supplier OTD  $\geq 80\%$

## **MISSION**

To provide exceptional quality values and support to customers along with exceptional learning, growth and financial opportunities for BRAX COMPANY employees and owners.

## **VISION**

To be at the forefront of creating value for our customers by offering quality Parts with unmatched service.

## **VALUES**

Ethics - We always exercise our duties with honesty and integrity.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy.