

MICROPROSS IS NOW



## THE MICROPROSS-NI PLEDGE OF QUALITY

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

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.

