



## QUALITY POLICY

Modified Plastics, Color Science and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products on time and continually improve our Quality Management System.

### QUALITY OBJECTIVES & KPI's

Product Quality  $\geq$  90%

On Time Delivery  $\geq$  90%

Customer Satisfaction  $\geq$  3.5

Orders Entered Correctly  $\geq$  95%

Supplier Quality  $\geq$  90%

Supplier OTD  $\geq$  90%

(MPi) Time from Project Initiation to Completion  $\geq$  95% within 30 business days

(CSi) Time from Project Initiation to Completion  $\geq$  95% within 15 business days

### MISSION

Provide rapid and dependable Custom Compounding, Custom Colors, as well as Laboratory and Technical Services, while providing exceptional services and value to our customers.

### VISION

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

### VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

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.