



QUALITY POLICY

K-PAKs quality management system encompasses the entire business as outlined in the About K-PAK document. K-PAKs quality policy is to ensure that we deliver high quality output to our customers. Our most important quality measurement is the customer's satisfaction. We want to provide and fulfil customers needs with sufficient quality products and high value services in a time and cost efficient manner. We think this approach will allow us to build long term relationships with clients. The fulfillment of quality will be achieved by the use of our resources, our organisation, and our way of working. However, most importantly it is our general attitude towards being a quality focused company with pertinent goals, which in combination with the use of these three factors that will give K-PAK a competitive advantage.

QUALITY GOALS

K-Paks Quality Goals are the following to provide excellent service to customers by;

1. Supplying quality products within due date according to the customer needs,(targets: 99.5% fulfilment, 100% quality accuracy, 100% invoiced correctly.)
2. Be available to customers and their needs, (responding to email or telephone within 16hrs)
3. Short response times, (written response to customer request within 48hrs)
4. Continual evaluation by customers for constructive feedback, (Annually)
5. Safe and organised documentation. (100% documents stored in cloud solution and complete traceability of all documents relating to orders and invoices from customers.)

OUR COMMITMENT TO QUALITY

1. We will review the quality policy versus revised or new legislations and customer requirements annually to ensure that the scope is adequate at all times.
2. We will annually review our performance versus expectation as outlined in the quality policy and take corrective action to ensure that we meet our own requirements and that we address quality issues or opportunities faster and more efficiently for the future.