

QUALITY POLICY STATEMENT

The CEO & Department Heads of tec5USA, Inc are committed to delivering a high standard of service to all customers at all times. The CEO & Department Heads understand their responsibilities in ensuring that the processes and requirements of the quality management system are communicated with and understood by all members of staff. The quality management system and associated processes are developed in association with members of staff with the aim of supporting the setting and achieving of quality objectives and ensuring that the company's overall strategic objectives are attainable.

Commitment to Quality

Quality is integral to all our working practices. We believe that it is critical to the success of our business. The key elements of our approach to Quality are based on the following Quality Principles:

Customer focus

We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

Leadership

The CEO & Department Heads are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organization's quality objectives.

Engagement of people

We aim to recruit & retain highly motivated, competent people. Our people are seen as our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company.

Process approach

We will manage our activities and resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System (QMS) which meets the requirements for ISO 9001:2015.

Improvement

We are committed to the continuous improvement of the services that we provide and to the effectiveness of our Quality Management System. We evaluate the latest technology developments to ensure our equipment & systems stay ahead of peers' & competitors' comparable metrology devices. We will set clear quality objectives and monitor our progress towards their successful achievement. We will conduct audits and record non conformities with the aim of making improvements where needed to ensure the consistent provision of customer satisfaction.

Evidence based decision making

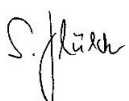
We will monitor our performance using key performance indicators (KPIs), based on data from our ERP & production control systems. Our department heads utilize the data collected to make informed and effective decisions on how to improve our processes.

Relationship management

In our organization, clients, suppliers and collaborative business partners are interdependent. We will seek to develop mutually beneficial relationships to improve quality leading to greater reliability, enhanced services and increased efficiency.

Certification

Our QMS is externally audited by IAPMO and has been certified as meeting the requirements of ISO 9001:2015 for Quality Management Systems listed within the scope of our certificate.



Sebastian Huelck

Date: April 2020

CEO, tec5USA, Inc.