

## Quality Policy

Leader Tech strives to continually improve by:

**S**atisfying our  
**C**ustomers by  
**O**ptimizing our  
**R**esources  
**E**veryday

## Quality Objectives\*

**Customer Satisfaction:** Score a rating of B or above on the customer satisfaction index

**RMA's:** Returned products below 2% of products shipped

**On-Time Delivery:** Score an OTP rating of 94% or above

This includes a commitment to satisfy applicable requirements and continuous improvement of our Quality Management System

\*See F-620-001 for details