

Quality Policy

Leader Tech strives to continually improve by:

Satisfying our
Customers by
Optimizing our
Resources
Everyday

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