



Quality Policy

- A global provider of products, services and solutions to industrial, military, aerospace and commercial users of electronics in forward and reverse logistics, while guiding innovators, today and **5 years out**.
- All customers and suppliers are provided with products, services and support that conform to mutually determined requirements and standards.
- Each employee is responsible for his or her role in attaining the goals and targets for the **relevant business area** and these goals and targets are reviewed periodically. ***Each employee shall maintain quality awareness in every activity and comply with the requirements of the quality management system.***
- All employees are encouraged and empowered to propose ways to ***continually improve the effectiveness of the quality management system*** through the sharing of ideas and expertise.

Quality Objectives

- **Achieve 95% On Time Shipping of orders to our customers (Converge only)**
 - Goal is 95% of Nonstock orders closed and shipped within one business day of when Pick Slip prints.
 - Measures timeliness of order processing in the shipping process
- **Achieve 99% Error-Free Shipments**
 - Measures accuracy of shipments, execution, and quality of Converge processes to meet customer requirements, from receipt of order to post delivery, based on customer feedback, credits, and returns processed vs. number of shipments.
- **Achieve Zero Escapements of Counterfeit Product**
 - Goal is to ensure that all product shipped to customers is authentic
 - Measures the ability to effectively source and inspect product to prevent fraudulent/counterfeit parts from being shipped to customers.