

# QUALITY POLICY

**Total Paper and Packaging Inc. and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products on time and continually improve our Quality Management System.**

## QUALITY OBJECTIVES & KPI's

Product Acceptance by Customer  $\geq 95\%$

On Time Delivery  $\geq 90\%$

Customer Satisfaction  $\geq 3.5$

Time from PO receipt to Entry  $\geq 95\%$  within 2 business days

Supplier Quality  $\geq 90\%$

## MISSION

To provide exceptional quality paper products and packaging to customers along with exceptional learning, growth and financial opportunities for Total Paper and Packaging employees and owners.

## VISION

To be at the forefront of creating value for our customers by offering quality paper products and packaging process with unmatched service.

## VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy.