

# Quality Policy

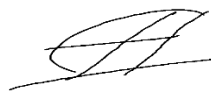
OneTouch's goal is to be the preferred business partner for our customers by providing exceptional product quality and services. OneTouch employees demonstrate that quality comes first by continuously increasing knowledge about our customers, business partners, products and processes.

For this purpose, the company carries out specific activities and actions regarding the following main points:

- Development and offering to the customer of innovative products from both a functional and design point of view, tailored to the different solutions required by the market.
- Development of relationships with partner companies to meet the innovation challenges defined in the Corporate Mission.
- Improvement in product quality by constantly monitoring complaints and repairs under warranty, the latter being an indicator of the reliability of our products.
- Systematic analysis of company costs in order to have sufficient elements to be able to offer competitive products with excellent value for money.
- Focus on satisfying customer requirements, and maximum care and clarity in meeting contractual commitments (professionalism), clearly defining all the requirements that the Organisation must implement and satisfy.
- Focus on customer needs through the measurement and analysis of data related to satisfaction, with the correct interpretation of all these aspects setting the conditions to be able to offer processing/products/services that increasingly satisfy customer expectations.

We assure our commitment by:

- Passionate**
- Effectively developing all employees' talents and competence.
  - Continuously improving by using Lean principles and related tools.
  - Striving to achieve total customer satisfaction.
- Accountable**
- Tracking Key Performance Indicators (KPIs) through internal evaluation and reporting.
  - Monitoring the voice of the customer and taking appropriate actions where necessary.
  - Requiring commitment from suppliers and other partners to apply the same principles.
  - Using fair trade principles and acting ethically with honesty and integrity.
- Prepared**
- Establishing robust processes to continuously deliver products on time, with zero defects.
  - Establishing and continuously improving our quality systems that align with customer requirements.



H.C. Sharma, Chairman



Vijay Sharma, Founder