

# UPE

## Quality Policy

United Pacific Electronics is committed to meeting requirements and increasing customer satisfaction through continually improving the effectiveness of our Quality Management System.

### Quality Objectives

- ⚙️ Product Acceptance by Customer  $\geq 95\%$
- ⚙️ On Time Delivery  $\geq 90\%$
- ⚙️ Customer Satisfaction  $\geq 4$

### Process Metrics

- ⚙️ Time from PO receipt to Entry  $\geq 95\%$  within 2 business days
- ⚙️ Supplier Quality  $\geq 90\%$

### Mission

To Purchase, Kit, and Manage a full range of quality electronic components, using our years of industry experience to provide the best value to our customers.

### Vision

To be at the forefront of creating value for our customers by offering quality electronics 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