



# QUALITY POLICY

**CDCE 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 & services on time and continually improve our Quality Management System.**

## QUALITY OBJECTIVES & KPI's

Product Acceptance by Customer  $\geq 95\%$

On Time Delivery  $\geq 95\%$

Customer Satisfaction  $\geq 4.5$

Time from PO receipt to Entry  $\geq 95\%$  within 3 business days

Supplier Quality  $\geq 90\%$

Supplier OTD  $\geq 90\%$

## MISSION STATEMENT:

We take your business as serious as you do.

With 35 years' experience and best-in-class partners, CDCE, Inc. is dedicated to providing your mobile user the most durable and dependable tools you can trust. Rely on us to connect you when it matters most.



**F-520-001-A**  
**Quality Policy**

## **HISTORY:**

Over the course of three decades, CDCE has been continuously evolving to provide and implement the most durable and dependable mobile solutions. From hardware upgrades for enterprise clients to innovative mobile technology hardware, we listen to our customers and work hard to meet their unique needs. We have transformed the industry having deployed and service more than 20,000 rugged notebooks, tablets and routers amongst several thousand clients. We are and will continue to be a driving force in this ever-changing environment, communicating with our clients and never compromising mobility and performance.

## **VISION**

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