



QUALITY OBJECTIVES

*The Quality Objectives Of The
Organization Is As Follows:*

- 1. To achieve, monthly customer acceptance rate below 800 dppm.*
- 2. To improve on overall organization quality performance acceptable level as below:*
 - a) Incoming QC > 98% LAR*
 - b) Production Yield > 98%*
 - c) Outgoing QC > 98%*
- 3. To achieve 98 % on time delivery to customers.*
- 4. To achieve 85% customer satisfaction through customer satisfaction survey.*
- 5. Employees to achieve average of 20 training hours annually.*
- 6. 100% compliance to customer's & applicable statutory and regulatory requirements.*

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*Dato' Ng Chai Eng
Managing Director
Date: 07th Sept 2026
Rev.: 3*