



# Our quality policy

## **FOCUS ON THE CUSTOMER**

Valuing the customer and considering their wishes, requirements, suggestions, and needs, conducting annual customer surveys and analysis aimed at meeting and exceeding customer expectations.

## **RELIABILITY**

Adhering to deadlines and agreements, compliance with laws, and the principle of operating honestly and responsibly, which forms the basis for maintaining our company's good reputation, increasing its visibility, and earning profits.

## **ADAPTABILITY AND CAPACITY FOR DEVELOPMENT**

The company places great emphasis on continuously improving the qualifications and professionalism of its personnel through systematic training. We are proactive in introducing new product lines and constantly developing the company and its processes to keep pace with and adapt to changes.

## **CONTINUOUS IMPROVEMENT**

The company's management sets goals for implementing guiding principles and ensures the continuous improvement of the management system through their fulfillment. Conscious utilization of guiding principles and goals by each employee assists in achieving the quality objectives set by the company. Quality objectives are reviewed, updated, documented, and confirmed at least once a year.

## **CARE**

Where possible, we offer certified goods, providing confidence to the company using our products in the supply chain and to the end-user that the materials used originate from sustainably managed forests and certified materials have not been mixed with materials from questionable sources (such as forests harvested illegally). We also pay equal attention to improving the working environment and ensuring occupational safety for our employees.

Best regards,  
AS MASS

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