



Business Objectives

Customer Performance

- KPI - OTD Customers: >98%
- KPI - Component conformance shipped to customer: 100%

Supplier Performance

- KPI - OTD Suppliers: >96%
- KPI - Component conformance from suppliers: >98%

Quality Improvement

Non-Compliance, Corrective & Improvement Actions

- Objective: Handling on Time

Safety & Environmental

Safe Working Environment

- Objective: Provide an injury free environment



Quality Policy, Counterfeit, & Sub-Standard Components Prevention

ISOtrading golden standard is:

- Zero customer RMA,
- Purchase active components only from reliable and qualified suppliers (when possible, from the manufacturers' official distributors),
- Purchase passive components only from the manufacturers' official distributors,
- Enforce our risk reduction strategy with our qualified and certified testing laboratories to release only compliant components,
- In case of any persisting doubt, decide with the customer in total transparency,
- Respect the applicable laws, regulations and directives.