

QUALITY COMMITMENT

POLYMER FUSION
TECHNOLOGY

Polyfuze™ Graphics Corporation / Mold In Graphic Systems®



THE PURSUIT OF EXCELLENCE
IN CUSTOMER EXPERIENCE



Solving Problems One Label At A Time

QUALITY COMMITMENT

Organizational Core Values

As a Stevenson, I grew up in an environment from a young age that **FAMILY** comes first no matter what. My father, who also happens to be the founder, would always say, *"family will be there when nobody else is and family will be with you at the end."* That statement is something I hold dear because what it truly stands for is loyalty. Today, I believe family and loyalty is why our organization exists, exhibited through the lives of each employee at Polyfuze™ Graphics Corporation / Mold In Graphic Systems®.



The Verde Valley and surrounding areas are where our employees reside, and because it's the place this organization calls home, we owe the **COMMUNITY** our gratitude as it is the social backbone for the lives we live. Simply stated, it's our community that helps make us better people and better stewards of the blessings that have been given to us.

Another value I've placed importance on is **CHARACTER**, the traits that define who we are to the watching world around us that is then showcased through our behaviors and actions. Those behaviors and actions, especially when nobody is looking, is known as **INTEGRITY**.

Then there's **HUMILITY**, the realization that everyone including us are "pieces of work," broken people living with other broken people in a broken world. Where humility reigns supreme, **RESPECT** (do unto others as you would have them do unto you) follows.

Another value to emphasize is **LEADERSHIP**. It comes as no surprise that most organization / employee relationships are built upon several lone individuals conducting daily tasks the organization needs. In this organization, we are striving to be different. To be a team where "everyone is considered a leader" and where everyone can speak up to improve everything they do on a daily basis.

All values mentioned above should be summed up in one... **SERVICE**. Not only serving one another, but loyal customers who buy our products. Serving means we put our mark on the world by leaving people, places, and things better than the way we found them. Service doesn't differentiate between the big and little things, it simply means doing what's right when someone else is in need. As we look to what our future holds, I ask each employee for a pledge. That we hold each other accountable, to be vigilant against losing sight of our 8 Values and that we use them as the lens through which we anchor ourselves as we embark into our future as an organization.

Matthew P Stevenson
President / CEO



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Quality Management System Foreword



LEAN Manufacturing - Six Sigma Company

**LEAN Black Belt & Green Belt
Certified Team Members**

In 2017, our organization embarked on a LEAN journey of the business based on the principles refined by business owner, entrepreneur, and author Paul Akers. That transformation changed the entire organization placing LEAN Six Sigma as the fundamental guidepost governing our culture and everything we do on a daily basis.

In 2020, our organization obtained ISO19001; 2015 certification, retained that certification for a period of one year, and chose not to renew. We found the generic "one size fits all" requirements of ISO certification not only irrelevant to our proprietary processes, but highly disruptive, time consuming, and detrimental to our LEAN organizational culture.

Nevertheless, the organization continues to maintain ISO level Quality Management Systems (QMS) operations while working daily to improve efficiency within our organization.

As the proprietors of Polymer Fusion Technology, our unique Polymer Fusion Technology products, processes and service are unlike any other in the world and required a customized approach to our Total Quality Management (TQM) system and leadership style. Be assured, our entire organization is involved in every aspect of the business to achieve high quality results through continuous improvements meant to exceed customer expectations.

The organizations investment in people (helping several TEAM members attain LEAN Six Sigma Blackbelt and Greenbelt Certifications) proved that we are committed to quality excellence with a customer focused approach as a sustained, standardized practice.

We encourage each and every partner, whether supplier or customer, to adapt the same LEAN Six Sigma principles and practices and are available to meet to provide help if necessary.

When LEAN companies collaborate and partner together, everybody wins!

Sincerely,

A handwritten signature in black ink, appearing to read "Branden Ackerman".

Branden Ackerman
Quality Assurance
Polyfuzer™ Graphics Corporation / Mold In Graphic Systems®



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Quality Policy Specifics

- Quality prompts ***Customer Experience!***
- Quality is the single most important effort to promote ***Brand Image and Reputation!***
- Quality must be ***continuously improved*** and ***never compromised!***
- As the industry leader, our organization is committed to delivering ***quality products, workmanship*** and ***service*** on a ***continuous basis!***
- TEAM Members must ***strive to exceed customer expectations.*** Doing so will ensure the highest standards are achieved, controlled and sustained!
- ***Perception of value*** and ***quality*** is driven by how TEAM Members approach every challenge, and then verified by customers objective results!
- Quality is the ***ultimate measure of success!***

QUALITY COMMITMENT

Quality Policy Affirmation

At Mold In Graphic Systems® / Polyfuze™ Graphics Corporation, quality is the single most important effort to our Brand Image and Reputation. It is an integral part of our Organizational Business actions in delivering products and services exceeding our customers ambition to be recognized as their premiere label supplying partner.

Our commitment is to never compromise on quality of our services. This requires every TEAM Member to be engaged their responsibility in achieving these quality objectives, them to take action to protect our customers interests and value our

Principles (OBP) guiding our needs while driving our

products or understanding empowering Brand provides.

Document Title:

Organization Quality Policy

Issuing Department:

Quality Assurance

Organization:

Polyfuze™ Graphics Corporation / Mold In Graphic Systems®
999 W. State Route 89A
Clarkdale, Arizona 86324

Authorized by:

Executive Board / Quality Assurance

Matthew Stevenson - President / CEO

Malachi Collins - Director of Operations

Marty Mares - VP Commercial Development

Branden Ackerman - Quality Assurance

Primary Audience:

Organization TEAM members

Secondary Audience:

Partners

Repository:

All Organization Principles, Policies, Procedures and Guidelines will be maintained within the Quality Management System repository.

