

Quality policy and quality objective

0.1 quality policy and objectives of the company

0.1.1 quality policy

"Excellent quality, innovative brand"

0.1.2 specific meaning of quality policy:

1. Excellence: the establishment of the company's quality system is always customer-centered, which should not only meet and exceed customers' expectations for the company's products and services;
2. Quality: quality is the foundation of the company's survival, and we should always adhere to the principle of quality first; On this premise, achieve reasonable cost through high efficiency; Do not lower the quality requirements under any pretext;
3. Innovation: use innovative technologies and products to meet the requirements of quality and multi-source products, meet the needs of customers, and become the leader of domestic advanced technology;
4. Brand: establish and carefully maintain Runmei gene's international brand with customer-centered, quality first and leading technology.

0.1.3 quality objectives

"The pass rate of one-time inspection of products $\geq 95\%$, and the customer satisfaction rate $\geq 95\%$ "

0.1.4 interpretation of quality indicators:

1. Pass rate: the pass rate of one-time inspection of products shall be counted according to all finished products and annually. At the same time, when the statistical value of each year is lower than 95%, corrective measures shall be taken.

2. Satisfaction rate: the customer satisfaction rate is calculated according to the customer satisfaction with the services provided by the company (including product quality, after-sales service, etc.).

Department quality objectives:

Quality department

1. Inspection accuracy $\geq 90\%$ (number of accurate inspection batches / total number of inspection batches; statistics once a quarter);
2. The inspection rate of measuring instruments and inspection equipment is 100%; (inspected measuring instruments and inspection equipment / total measuring instruments and inspection equipment) $\times 100\%$; Once every six months).

Production department

1. Completion rate of production plan (finished product) $\geq 90\%$ (number of completed batches / number of planned batches) $\times 100\%$; Quarterly Statistics);
2. Qualified rate of material procurement $\geq 95\%$ (total qualified

batches of purchased materials / total batches of purchased materials)
 $\times 100\%$; Quarterly Statistics);

3. Initial inspection qualification rate $\geq 90\%$ (number of qualified batches / number of batches submitted for inspection) $\times 100\%$; Quarterly Statistics);

4. The consistency rate of account card items $\geq 95\%$ (the number of types of account card items / the total number of types of materials) $\times 100\%$; Once a quarter).

Marketing Department

1. Delivery completion rate $\geq 98\%$ (total number of completed deliveries / total number of orders) $\times 100\%$; Quarterly Statistics);

2. Delivery complaint rate $\leq 5\%$ (total number of delivery complaints / total number of orders) $\times 100\%$; Once a quarter).

Administration Department

1. The completion rate of training plan is 100% (training times completed / planned training times) $\times 100\%$; Quarterly Statistics);

2. The induction training rate is 100%; (number of people who have completed induction training / number of people who have joined) $\times 100\%$; Once a quarter).

Research and Development Department

1. R & D task completion rate $\geq 90\%$ (number of completed R & D projects / number of planned R & D projects) $\times 100\%$; Once a quarter).