



PackMentor Quality Management System Policy (ISO 9001)

1. Policy Statement and Commitment

PackMentor is uncompromisingly committed to delivering packaging products and services that consistently meet or exceed our customers' requirements, as well as all applicable statutory and regulatory requirements. Our Quality Management System (QMS) is established and maintained in accordance with the International Standard ISO 9001:2015.

We believe that quality is the responsibility of every employee and is fundamental to achieving customer trust, operational efficiency, and sustainable business growth.

2. Scope and Objectives

2.1 Scope of the QMS

This Quality Management System Policy applies to all core activities across PackMentor's operations, specifically:

- Design and specification of packaging solutions.
- Selection and management of raw materials and certified suppliers.
- Production, warehousing, and logistics management of finished packaging products.

2.2 Quality Objectives

PackMentor establishes measurable Quality Objectives at relevant functions and levels. These objectives are reviewed annually and focus on:

- Maximizing **Customer Satisfaction** (measured via feedback and retention rates).
- Minimizing **Non-Conformances** (reducing defects, errors, and returns).
- Ensuring **On-Time Delivery** (meeting agreed-upon lead times and schedules).
- Driving **Process Efficiency** (reducing waste and operational costs).



3. Core Principles of the Quality Management System

Our QMS is built upon the following ISO 9001 principles:

3.1 Customer Focus

We are dedicated to understanding current and future customer needs, meeting their requirements, and striving to exceed their expectations. All processes are designed with the final product's fitness-for-purpose and the customer experience in mind.

3.2 Leadership and Engagement

The PackMentor leadership team is committed to creating and maintaining an environment where employees are fully engaged in achieving the organization's quality objectives. Leaders provide direction, resources, and set the example for quality excellence.

3.3 Process Approach

We manage our activities as interconnected processes, utilizing the **Plan-Do-Check-Act (PDCA)** cycle to ensure processes are efficient, understood, and consistently produce the intended results. This includes rigorous control over our outsourced manufacturing and logistics processes.

3.4 Evidence-Based Decision Making

Decisions related to quality improvement and corrective action are based on the analysis and evaluation of data and information (e.g., defect rates, audit findings, and performance metrics).

3.5 Supplier Relationship Management

We view our suppliers as key partners in delivering quality. We maintain rigorous standards for supplier selection, performance monitoring, and collaboration to ensure the consistency and compliance of all incoming materials.



4. Documentation and Resources

4.1 Documentation

Our QMS is fully documented, encompassing this Quality Policy, the Quality Manual, operational procedures, work instructions, and records necessary to demonstrate effective control and compliance with ISO 9001:2015.

4.2 Training and Competence

PackMentor ensures that all personnel whose work affects quality are competent on the basis of appropriate education, training, skills, and experience.

5. Review and Continual Improvement

PackMentor is committed to the continual improvement of its QMS. This is achieved through:

- **Internal Audits:** Regular audits to ensure compliance with ISO 9001 and QMS requirements.
- **Management Review:** Periodic review of the QMS by top management to assess its continuing suitability, adequacy, and effectiveness.
- **Corrective and Preventive Action:** Proactive identification of non-conformities and implementation of necessary actions to prevent recurrence.

This policy is communicated to all employees and is available to all interested parties. It is reviewed periodically to ensure its continued relevance and effectiveness.