

QUALITY POLICY

Brightstar is fully committed to the continual adoption and application of a company-wide Management System in full compliance with ISO 9001:2015 as the basis for business excellence, performance improvement and continuing growth.

This commitment shall be achieved by:

- a commitment to continually improve the QMS
- Implementation of robust risk management methodologies
- establishing a strategy, policy and strategic objectives
- providing a structure and resources that are necessary to support our strategic plan
- fully understanding current and future customer needs, meeting customer requirements and striving to exceed customer expectations
- continually seeking to improve the effectiveness of all aspects of company business through greater awareness and superior performance monitoring techniques
- the development of employee skills at all levels as a key to superior company performance
- identifying, where applicable, partnership arrangements with customers and suppliers based on joint strategy and knowledge sharing for mutual benefit
- the effective management of change

The Executive Board is responsible for the implementation and effectiveness of the quality management system and for ensuring that the quality management system is established, communicated, understood, implemented, maintained and fully supported across the Brightstar businesses.

This policy statement is an expression of Brightstar's commitment to operational excellence and its belief that meeting the explicit and implicit needs of the Client shall be considered as a fundamental management responsibility.

The Brightstar Quality Manager has been given the authority and responsibility to manage, monitor, evaluate and co-ordinate the company quality management system.