

Quality and Environmental Policy

LAPP Tannehill will strive to meet 100% of our customer requirements through open communication, innovative ideas, and continual improvements. We will continually seek to improve environmental performance by reducing and preventing identified environmental aspects and their impacts on our operations and design of products. We are committed to:

- *Distribute products that are safe and do not contain any substances that are harmful to health or the environment*
- *Improving KPI by reducing Customer Complaints, Improving CSR, Reducing Supplier incidents and maintaining objectives*
- *Complying with all applicable environmental regulations*
- *Preventing pollution and reducing consumption of resources through waste management*
- *Adopt procurement procedures that monitor environmental impact of products and services*
- *Communicate Environmental Policy and Objectives to Staff, Customers, and Community*
- *Program of Continual Improvement to review EMS objectives and targets and setting goals to reduce impacts each year*

Objectives:

1. LQI1- Reduce Customer Complaints to 79
2. LQI1T- Reduce Technical Customer Complaints to 27
3. LQI1L - Reduce Logistics Customer Complaints to 27
4. LQI1S - Reduce Sales Customer Complaints to 25
5. LQI2- Reduce Cost of Poor Quality to .041%
6. LQI3- Increase Customer Service Rate to 90.00%
7. LQI4- Reduction Supplier Quality Incidents (C1) to 25
8. LQI5- Supplier Service Rate - Maintain above 90.00%
9. LQI6- Reduce customer complaint rate to 1800 PPM
10. Reduce Electric Energy consumption to - 12000KWH per month Electric
11. Reduce Gas Energy consumption to - 1388 /Mo average - Winter
12. Reduce paper consumption – 60,000 sheets per qtr
13. Reduce toner usage to 3 per month

Amber Fischer – Managing Director