



# Quality Policy

## Part One: General Principles

The quality policy imposes that, in line with the Company mission,

Internally, we have established certified testing centres to ensure only qualified products that meet our safety standards are sold to customers

Externally, we confirm with third-party inspection standards advocated by industry associations to further enhance customer confidence in our products

MJ all processes are based on the rules of Quality Management System, according to GB/T19001-2016/ISO9001:2015 standard.

The quality policy imposes that, in line with the Company mission, all processes are based on the rules of Quality Management System, according to ISO9001:2015 standard. This system regulates the Organizational and technical activities applied to the entire corporate Organization in a systematic, planned, documented way and it is aimed at achieving the following goals:

1. The continuous improvement of the process management methods for the achievement of better results,
  - qualitative and quantitative;
2. The achievement of a high level of effectiveness and efficiency regarding the production process, the Research and Development and Quality Control services and the services related to them;
3. The extension and improvement of the range of microscope models (designed, produced and controlled), fully equipped and usable in various applications of Optical Microscopy.
4. The definition and planning of these objectives take place following an analysis of the context in which the Company operates, the needs of the stakeholders and the risks associated with its business. The achievement of such objectives is possible through the scrupulous and precise application of what is reported in the Company procedures, which define and describe the processes of the Quality Management System.

## Part Two: Operation Instruction

MJ Industrial is committed to pursuing the full realization and continuous evolution of the Quality Management System in order to consolidate and improve the Company image, also through the commitment and professionalism of all Company staff.

In order for the Quality Policy to be fully realized, the Organization undertakes to:

1. Provide customers with products and services that are effective and compliant with the requirements set by UNI EN ISO 9001 standard;
2. Describe the Company's capabilities using the appropriate procedures and provide a product and service with quality assurance;
3. Prevent damage that can be caused to people, things and environment;
4. Guarantee the personal safety and training of its employees;
5. Detect and examine non-conformities to improve the applied Quality System with appropriate corrective

## Purchasing Policy

---

actions;

6. Ensure that the requirements of ISO 9001:2015 standard are applied and maintained over time;
7. Implement the Quality System to provide excellent product and service.

## Part Three: Quality Assurance

**Your 100% satisfied is our mission from raw material to finished products**

### **1.Sourcing**

Ensure every product that our customers purchase is from ethical sources and trustworthy suppliers

- Ethical sourcing
- Supply chain management

### **2.Production**

Endeavour to produce high-quality products for customers

- Quality control
- Intellectual property rights

### **3.Customer Experience**

Endeavour to protect customers' interests

- Quality services
- Transparent pricing
- Responsible marketing
- Customer privacy and personal information

### **4.After-sales Service**

Commit to providing comprehensive after-sales services

- Return and exchange policy
- Value our customers' feedback