质量、职业健康安全方针、目标

为实现以顾客满意为目标，确保顾客的需求和期望得到满足，并转化为本公司的产品和服务要求，持续满足法律法规及其他要求，特制定本公司的质量、职业健康安全方针为 ：

采用先进的技术和科学的管理，坚持持续的改进活动，创最佳的品质，让客户满意。

预防事故发生，控制安全隐患，降低健康风险，承担社会责任，遵守法规，全员参与，共同协商，保持持续改进。

本公司各级人员务必认真理解质量、职业健康安全方针的内涵，并以实际行动认真贯彻执行：

a) 提高科技水平，增强新产品开发能力，不断学习新技术、使用新材料、新工艺、认真吸取国内外同行业先进经验，提高产品质量。

b) 客户满意是本公司一切工作的最终目的。始终保持与客户的良好沟通，认真听取客户的意见和建议，妥善处理客户的质量异议，持续提高产品质量和服务质量，最大限度地满足客户要求。

c) 贯彻预防为主的方针，采取措施预防或减少职业健康安全事故的发生，保障员工及相关方的生使命安全。

d) 辨识危险源，实行全员、全过程、全方位的安全管理，采取控制措施使其危险性最小，从而达到最佳的安全程度。

e) 每年度的管理评审，体现客户的新要求，制定措施，并以书面形式列入当年质量、职业健康安全目标。

质量目标

产品交验批合格率	≥ 95.5%（每月）
客户满意度	≥ 90%（年内）
生产计划达成率	≥ 98.5%（每月）
客户投诉回复率	≥ 98.5%（每月）
员工满意度	≥ 80%（年内）

职业健康与安全目标

序号	目标	指标	统计频率	职责部门	协助部门
1	厂区内火灾发生次数	0 件	每年	生产部	各部门
2	机械伤害致伤残事件	0 件	每年	生产部	各部门
3	职业病患病人数每年不超过	0 人	每年	生产部	各部门
4	触电导致的伤残事件	0 次	每年	生产部	各部门

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Quality, occupational health and safety policy, goals

In order to achieve the goal of customer satisfaction, ensure that customer needs and expectations are met, and transformed into the company's product and service requirements, and continue to meet laws, regulations and other requirements, the company's quality and occupational health and safety policies are formulated as follows:

Adopt advanced technology and scientific management, insist on continuous improvement activities, create the best quality and satisfy customers.

Prevent accidents, control safety hazards, reduce health risks, assume social responsibilities, comply with laws and regulations, participate in all employees, negotiate together, and maintain continuous improvement.

Personnel at all levels of the company must carefully understand the connotation of the quality and occupational health and safety policies, and implement them with practical actions:

a) Improve the level of science and technology, enhance the ability to develop new products, continue to learn new technologies, use new materials, new processes, and earnestly absorb advanced experience in the same industry at home and abroad to improve product quality.

b) Customer satisfaction is the ultimate goal of all the company's work. Always maintain good communication with customers, carefully listen to customers' opinions and suggestions, properly handle customer quality objections, continue to improve product quality and service quality, and maximize customer requirements.

c) Implement the prevention-oriented policy, take measures to prevent or reduce the occurrence of occupational health and safety accidents, and ensure the safety of employees and related parties.

d) Identify the source of hazards, implement safety management for all employees, the entire process, and all-round, and take control measures to minimize the risk, so as to achieve the best degree of safety.

e) The annual management review reflects the new requirements of customers, formulates measures, and lists them in written form in the quality and occupational health and safety goals of the year.

Quality goal

Qualified rate of product delivery for inspection ⩾ 95.5% (monthly)

Customer satisfaction ⩾ 90% (within the year)

Production plan achievement rate ⩾ 98.5% (monthly)

Customer complaint response rate ⩾ 98.5% (monthly)

Employee satisfaction ⩾ 80% (within the year)

Occupational health and safety goals

No.	Purpose	Indicator	Statistical frequency	Responsible department	Assisting department
1	Number of fires in the factory	0case	Every year	Production dept.	All dept.
2	Disability incident caused by mechanical injury	0case	Every year	Production dept.	All dept.
3	The number of occupational disease patients does not exceed	0person	Every year	Production dept.	All dept.
4	Disability caused by electric shock	0case	Every year	Production dept.	All dept.

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