



**GenTech**  
— ASSOCIATES —

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## **GenTech Quality Policy**

We are committed to total stakeholder delight to deliver quality services with continual improvement of our processes and practices. We adhere to a process of continuous review of our benchmarks, objectives and targets by:

- Providing services which consistently exceed the expectations and specifications of our external and internal customers.
  - Involving all associates in an effort to continually improve the value of products, processes, and services. This added value will be realized through ongoing commitment to the training and development of GenTech Associates' greatest resource, its people, and by enhancing the processes and technology used, on an on-going basis.
  - Enabling all associates to build strong partnerships with external and internal customers. These partnerships will enhance the quality of GenTech Associates products and services, and the long-term profitability and growth of GenTech Associates, and its valued customers.
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