



We Deliver Precision®

## THE ULBRICH QUALITY POLICY STATEMENT

### FOR BOTH ULBRICH EMPLOYEES AND ULBRICH CUSTOMERS

The Quality Policy of Ulbrich Stainless Steels & Special Metals, Inc. encompasses one critical core value of:

***Enhancing and achieving customer satisfaction through***

- Continuous Improvement
- Providing Quality Products, Services, and Solutions
- Promoting Operational Excellence

**TO SUPPORT THIS QUALITY POLICY, ULBRICH WILL ENSURE THAT:**

- All Ulbrich employees are given ownership for the quality of product or service that they provide
- Ulbrich will partner with customers, employees, and suppliers to ensure excellence in both performance and customer satisfaction, with special attention paid to:
  - » Evaluating human factors
  - » Providing solutions to complex problems
  - » Providing total cost alternatives
  - » Continuously training their employees and, if needed and desired, train its customers
  - » Providing a safe work environment for all their employees and its customers
  - » Utilizing objective measures to drive continuous improvement in how Ulbrich does business

***The Ulbrich family fully supports this policy. We thank our employees, our customers, and our suppliers for all of their past and current loyalty to Ulbrich.***

SINCERELY,

CHRIS ULBRICH, CHIEF EXECUTIVE OFFICER

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**Ulbrich Stainless Steels & Special Metals, Inc.**

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