

CUSTOMER QUALITY MANAGEMENT

Creating Customers for life

Customer Quality Management is an integral part of our commitment to quality and encompasses all manufacturing plants. Our mission is to support our customers, providing accurate and value added responses to customer concerns and issues in a timely manner. One of the key components of our Customer Quality Management program is addressing customer issues, experiences and complaints. This document outlines the objectives and workflow of addressing these issues.

Timeliness is essential

The customer's level of urgency and concern is of foremost importance and is determined by a Customer Advocate or local Account Manager with agreement from the Customer. Our goal for resolution is 30 days* from receipt of returned product and complaint intake information to closure.**

The Customer Advocate works with the customer on an appropriate plan of action to meet the customer's needs. A plan of action may include:

- Product return
- Investigation of the issue
- Verbal or written response
- Product replacement or credit

* Our 30 day goal is dependent on timely receipt of product and return of Questionnaires and/or certificates of decontamination as well as the scope of testing and analysis required.

** When contractual agreements with our customers are in place, the 30 day goal may not be applicable.

A Process that Supports our Customers

Quality is integral to the entire Customer Quality Management process which relies on several key components:

- Complete details of the issue reported by the customer, the local Account Manager or the Customer Advocate.
- Completion of paperwork, such as Questionnaires and/or Certificates of Decontamination (if applicable), which is critical for product return and investigation.
- Comprehensive investigation provided by a Quality Representative.
- Conclusive report which includes our Quality Assurance investigation and conclusions.

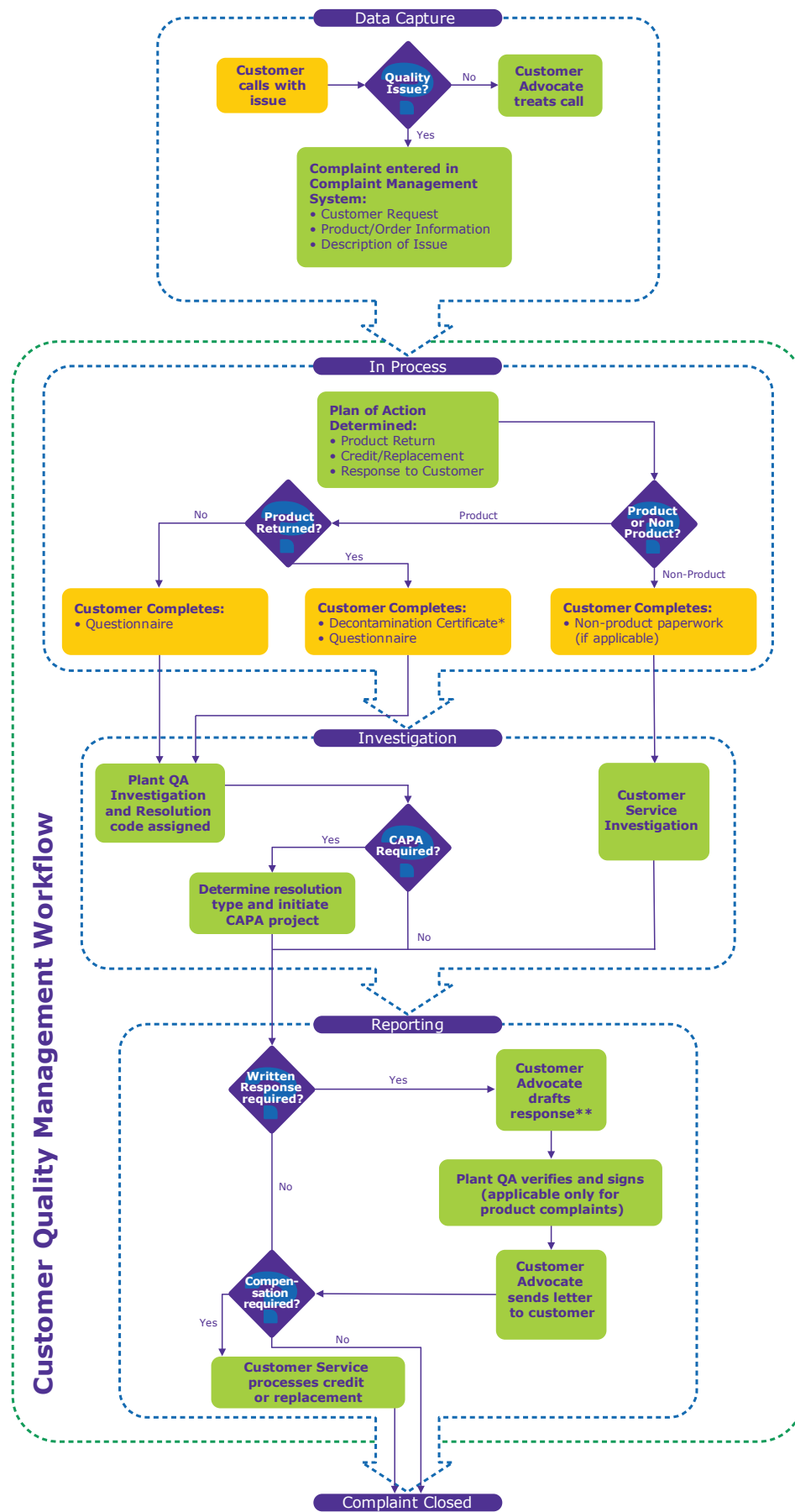
The most important function of the Customer Quality Management program is to support our customers' immediate needs. Once an immediate need is identified, the cause and a solution for the customer inquiry are sought. The solution may involve groups such as Manufacturing, Engineering, Customer Service and R&D.

An investigation is initiated when the customer reports an issue by contacting their local Account Manager or the Customer Advocate in Technical or Customer service. We are committed to partnering with our customers to provide a quality experience and to strive for continuous improvement.



Our Customer Quality Management system

- Continuously gathers information from the experiences of customers using our products.
- Routinely monitors and reports these experiences to all levels of management.
- Provides a management system for resolving customer issues or complaints.
- Takes corrective actions when necessary.
- Examines the customer's information to identify, delineate and report trends to the appropriate functions.



* A decontamination certificate must be completed, signed and returned only for products requiring decontamination prior to return.

** For quality issues, the content of the written response is based off of the investigation summary report generated by plant QA.