

Quality Policy:

To provide on time delivery of goods and services to all our customers in full compliance with known customer and regulatory requirements, and directly empower employees to meet this performance target.

- *This policy shall be accomplished by the determination of appropriate performance measurements.*
- *This policy is accomplished through the designation of process owners who are responsible for ensuring that training and performance measurements in their area of responsibility are effective – particularly in the areas of Customer Satisfaction and Continuous Improvements.*
- *This policy is accomplished through a formal review of performance measurements, against quality objectives, at the Executive Management level, by directing preventive and/or corrective action through these meetings, and assigning (where determined) any such actions dealing with business growth initiatives through risk assessment analysis.*
- *This policy is accomplished through the dissemination of our quality performance reports, which forms the basis for continuous improvement activities and setting of performance targets within Isabellenhütte USA.*

Uwe Keller

Executive Vice President

Mark Ferreira

Director of Operations