



We Deliver Precision™

## Quality Policy

# For Our Customers & Ourselves

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

### **Enhancing and Achieving Customer Satisfaction through**

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

*In Support of this policy Ulbrich will ensure that:*

- *All employees are given ownership for the Quality of Product or Service that they provide.*
- *Ulbrich will work in partnership with Customers, employees, and suppliers to provide excellence in performance and customer satisfaction in a competitive market place, particular to:*
  - *Providing Solutions to Complex Problems*
  - *Provide Total Cost alternatives*
  - *Continuously train our employees and our customers*
  - *Provide a safe work environment for our employees and our customers*
  - *Utilize Objective measures to drive continuous improvement of how Ulbrich does business*



*Chris Ulbrich*

Chris Ulbrich  
Chief Operating Officer

*Patrick Robb*

Patrick Robb  
Corporate Director of Quality

**Ulbrich Stainless Steels & Special Metals**

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Chris Ulbrich  
Chief Operating Officer

A handwritten signature in black ink that reads "Patrick Robb".

Patrick Robb  
Corporate Director of Quality