



November 2011

Quality Policy Statement

The management team and employees of SCHMOLZ+BICKENBACH N.A. are committed to fulfilling the requirements outlined in our Quality Management System. The organization is focused on maintaining the highest level of quality in all aspects of our business and continuously exploring innovative concepts to develop the future.

The Quality Management System is supported by the following objectives:

- To continuously provide **excellence in customer satisfaction** by offering the most competitive lead times, reliable delivery performance and responding to all customer inquiries within 24 hours of initial contact
- To maintain the **highest level of productivity** in Inside Sales and Operations throughout all service center locations
- To **minimize human error** by ensuring that sufficient process control measures are monitored and maintained
- To ensure a **safe working environment** throughout all service center locations

Each objective contains specific metrics that are validated and reported throughout the organization on a monthly basis. The overall compliance to the objective is measured according to the ISO 9001:2008 Quality Management System.

Patrick D. Gerkin
President & CEO