

## QUALITY POLICY

IBSCO is **committed** to providing its business partners with exceptional products and services by maintaining a strong, trusted and valued supply chain partnership. Uncompromising satisfaction is achieved through the superior performance of specialized services, as well as through the procurement and timely distribution of conforming products.

### COMMITMENT

IBSCO is **dedicated** to maintaining positive relationships with our suppliers and offering products and services that exceed the expectations of our customers. Satisfaction requires we listen to our business partners and collaborate with them to understand their needs.

IBSCO recognizes that competent and **valued** employees are the foundation on which our success is built. We will continuously strive to improve quality by developing programs that enable each employee to properly perform the first time, every time.

### SERVICE

Quality is a measure of our performance as **experienced** by our business partners. Service is the indispensable **support** that is necessary to create an exceptional relationship. Outstanding business partnerships are the result of delivering high quality products backed by excellent customer service. IBSCO endeavors to be a distinguished leader in customer service and expects every employee to be service-centric.

With more than 40 years of experience in our industry, IBSCO recognizes that a valued customer is fundamental to our continued existence. IBSCO maintains an AS9100 and ISO9001 registered quality management system to ensure product conformity. Our state-of-the-art Class 6 Cleanroom can offer solutions for the most advanced applications.

## QUALITY OBJECTIVES

SATISFACTION

CONFORMITY

TIMELINESS