QUALITY Vision

• To be the first-choice chemistry solution source for our customers, we are committed to Quality throughout the customer experience

GUIDING PRINCIPLES

Meeting Requirements Every Time
• We sustain our success when we strive to exceed customers’ expectations and consistently deliver Quality products and innovative solutions
• We seek and act on customer feedback

Employee Engagement and Empowerment
• Quality is personal, and we engage collectively as one team to continuously improve Quality and deliver value by:
  • Cultivating an environment where employees are empowered to collaborate, engage and realize the company’s Quality vision through appropriate infrastructure, resources and training
  • Aligning our personal objectives and individual development goals with the company’s Quality vision
  • Recognizing and rewarding discussion and openness to proactively address Quality opportunities and risks
  • Promoting transparency and gaining clarity from learning opportunities

Value Driven
• We are dedicated to delivering differentiated value to our customers, communities and shareholders by:
  • Proactively managing risk
  • Continuously improving our products and services
  • Using inter-related processes, including Management of Change, that function as a coherent Quality management system
  • Managing complexity and improving Quality performance based on key performance indicators combined with extensive experience and intuition

Relationships are Key
• We manage our relationships with interested parties, such as suppliers and other partners, to enhance our Quality vision, while complying with applicable legal, regulatory and business specific requirements