

Quality Policy

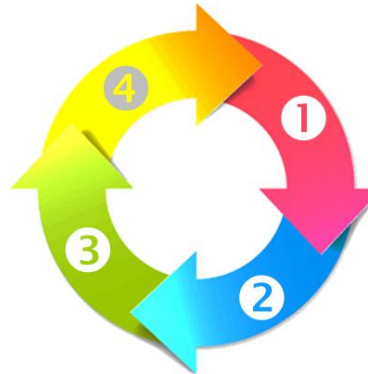
Modumetal commits to Customer Satisfaction by providing world class products by continually pursuing product, service, and value improvement through an organizational culture of excellence, integrity, continuous improvement through compliance with ISO 9001:2015, and total employee commitment.

Sustain and Eliminate Recurrence

Set Controls and Do not repeat the problem again

Correct and Stop Escapes

Solve and stop the problem before it reaches the customer



Prevention

Stop the problem from happening

Detection

Spot the problem, define and measure

Signature:

Vikas Joshi

Email: Vikas.Joshi@modumetal.com

Title: Quality and Engineering Director

Signature:



Email: Dennis.creech@modumetal.com

Title: President and CEO

Modumetal implemented a Quality Management System (QMS) which is a structured framework to ensure their products and services consistently meet customer and regulatory requirements, while also aiming to enhance customer satisfaction and achieve continuous improvement. Implementing a QMS offers numerous benefits, including:

- **Enhanced Customer Satisfaction:** By focusing on meeting and exceeding customer expectations, our QMS helps build trust and loyalty, leading to increased customer retention and positive referrals.
- **Improved Efficiency and Productivity:** Standardized processes and documented procedures within our QMS reduce errors, minimize waste, and optimize resource allocation, resulting in streamlined operations and increased productivity.
- **Consistent Quality:** Our QMS ensures that products and services consistently meet the required standards, reducing variability and improving overall quality. This leads to fewer defects, less rework and lower costs associated with poor quality.
- **Better Decision-Making:** QMS frameworks emphasize data collection and analysis, enabling Modumetal to make informed decisions based on objective evidence rather than assumptions. This data-driven approach supports continuous improvement and helps identify areas for optimization.
- **Increased Employee Engagement:** When employees understand their roles and responsibilities within a well-defined QMS, they feel more valued and accountable. This clarity, coupled with opportunities for contributing to improvement initiatives, boosts morale and engagement.
- **Enhanced Risk Management:** Our QMS provides a structured approach to identifying, assessing, and mitigating risks across Modumetal. By proactively addressing potential issues, businesses can minimize negative impacts and ensure business continuity.
- **Improved Communication:** Centralized documentation and defined communication channels within our QMS facilitate better information flow across all levels of the organization, reducing misunderstandings and improving collaboration.
- **Competitive Advantage:** Demonstrating a commitment to quality through a well-implemented QMS can differentiate an organization from its competitors, enhancing its reputation and making it a preferred choice for customers. Certification to internationally recognized standards like ISO 9001 further strengthens this advantage.
- **Cost Reduction:** By improving efficiency, reducing waste, minimizing errors, and preventing rework, our QMS contributes to significant cost savings.

Modumetal's QMS provides a roadmap for continuous improvement and helps our company achieve sustainable growth.



Dennis Creech
Chairman and CEO