



Quality policy

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| <i>Revision</i> 07/17 | <i>Release</i> 2 |
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Quality as the basis of our activities

Quality is the basis of all activities of Sheffield Hi-Tech Refractories Germany GmbH; All employees contribute significantly to this quality. Quality policy is the working basis for all employees of our company.

Zero-defect quality for all trade services, processes and services is our prerequisite for securing the future.

Completely satisfied customers are our top goal: through fault-free performance, through 100% punctuality, through competent and friendly cooperation with our customers and the employees of our customers.

Maintaining the effectiveness of our quality management system requires all our employees to show their commitment to the quality of the individual work as well as the active contribution to maintaining the quality of trade services, processes and services.

The stable quality of our trading is one of the foundations of our successful business. For us, quality means to meet the needs of our customers as best as possible. In this sense, quality is an important criterion for purchasing decisions, placing orders and forming a reliable bond with our customers.

Quality through think and act

In order to achieve quality goals, the abilities of all employees have to be continually developed and trained for customer- and quality-oriented thinking and action.

Our actions are based on applicable international, national and regional regulations and relevant international standards. The acknowledged state of the art and known reservations are taken into account.

To act with quality also means that we have to deal with valuable resources efficiently and gently. All employees have the obligation and the right to prevent circumstances that prevent the execution of orders with impeccable quality.

Continuous improvement in quality is a prerequisite for effective cost reduction and an important contribution to environmental protection in the medium and long term.

A trouble-free organization and the most advanced methods of quality management form the necessary framework for this. Our quality understanding and quality awareness, as well as the right attitude of all employees to the quality are precondition for the satisfaction of our customers and thus for the lasting success of our company.

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| A current electronic version is available on the server of the company, that means, printed versions are applicable, but are not subject to a change service. | |