



## **To our Customers, Employees and Suppliers:**

It is our belief that the long-term success of our business will be determined in large measure by how successfully we implement and sustain the **five** fundamental principles of our Total Quality Management Policy.

Shields strives to be **GREEN** to effectively maintain the Quality Policy.

### **G- GENUINE MANAGEMENT LEADERSHIP**

We will create a Corporate environment that places Quality first in all aspects.

### **R- REWARD EMPLOYEE INVOLVEMENT**

We believe that all of our employees are equally responsible for Quality, and that it is our first and most important responsibility.

### **E- EXCEPTIONAL CUSTOMER COMMITMENT**

Our goal is to not only satisfy the requirements of our customers, but also to exceed their expectations about our products and services.

### **E- EXHIBIT CONTINUOUS IMPROVEMENT**

We will continuously seek new and better, methods, materials and processes that can improve the performance, reliability and cost of our products.

### **N- NETWORK WITH SUPPLIERS**

We will develop and sustain long term relationships with a select group of qualified suppliers to achieve the best quality, lowest cost and shortest lead times possible.

This policy encompasses all aspects of our business, and is pursued by engaging all company members, management and staff, in a program of quality awareness and continuous improvement.

By delivering consistent quality products and services cost-effectively, on time, every time we ensure:

- The satisfaction of our customers.
- That we are profitable
- That we are competitive
- That we are efficient
- That we continue to grow while balancing the needs of business and the environment.

The implementation of this Total Quality Management Policy will establish the distinctive competence that will differentiate Shields Environmental Inc. as the unquestioned “best-in-class” in our industry.