



# K-Tron Quality Policy

Quality is the basis for the long-term profitability and growth of K-Tron. In the industries we serve, we strive to be every customer's first choice integrated systems supplier for a customer's entire bulk solids material handling process.

Our Quality Management System is based on:

## Customer Satisfaction

Our organization is focused on our customers. We are committed to providing system solutions and satisfying the needs and expectations of our customers and other interested parties, including their economic, social and environmental concerns.

## Continual Improvements

We are committed to implementing continual improvement by deploying Lean practices. We strive to create customer value by reducing cost through elimination of waste from every process, product and service.

## Quality Involvement

Top management reviews our quality policies and strategies to ensure their continual suitability to support growth and increase our ability to drive and respond to change. The quality policies, strategies and resource needs are communicated and understood within the organization.

Employee awareness, involvement and self-responsibility are essential to our culture of learning and improvement. We focus on developing our people to achieve their full potential based on mutual respect, trust and cooperation ultimately yielding superior results.

All employees are challenged to be responsive to customer expectations and challenge to "do it right the first time."

Adherence to our quality management system is a permanent commitment of all employees, suppliers and partners of K-Tron.