

THE UNIVERSAL STEEL COMPANY A CNG COMPANY



QUALITY POLICY

UNIVERSAL STEEL IS COMMITTED TO SUPPLYING QUALITY PRODUCTS AND SERVICES THAT MEET OR EXCEED OUR CUSTOMER REQUIREMENTS 100% OF THE TIME. THIS COMMITMENT WILL ENABLE US TO EARN ADEQUATE RETURN ON INVESTMENT, PROMOTING LONG TERM SUCCESS AND STABILITY FOR OUR EMPLOYEES, CUSTOMERS AND VENDORS. WE WILL CONTINUALLY IMPROVE OUR INTERNAL SYSTEMS AND MONITOR OUR PROGRESS THROUGH THE USE OF KEY PERFORMANCE INDICATORS.

QUALITY OBJECTIVES

CUSTOMER SATISFACTION, EMPLOYEE SAFETY, SUPPLIER PERFORMANCE AND OPERATIONAL EXCELLENCE