

## QUALITY POLICY

### QUALITY POLICY F-520-001-C

**Varco Heat Treating and its employees are committed to meeting customer and legal requirements in order to achieve customer satisfaction. We will always strive to provide quality products on time and continually improve our Quality Management System.**

### QUALITY OBJECTIVES

Product Quality to Customer  $\geq 98\%$

On-Time-Delivery 75% turnaround within 5 days

Customer Satisfaction Average  $\geq 3.5$  Stars

### PROCESS METRICS

Rework less than 5%

Purchasing: Supplier's OTD 85% turnaround within 7 days.

Order Receipt to Entry within 48 Hours  $\geq 95\%$

### MISSION

To provide exceptional quality services and support to customers along with exceptional learning and financial opportunities for Varco employees.

### VISION

To be at the forefront of creating value for our customers by offering quality heat treating services with unmatched service.

### VALUES

Ethics - We exercise our duties with honesty and integrity at all times.

Teamwork - We respect and support each other, without blame, to create a stronger and better performing team.

Customer Service - We respond to every customer quickly, thoroughly, professionally and with courtesy.

**Note: If the above gets revised, make sure to revise the appropriate Policy page and the Core Process Diagrams in QM-001, F-930-001 and website.**