

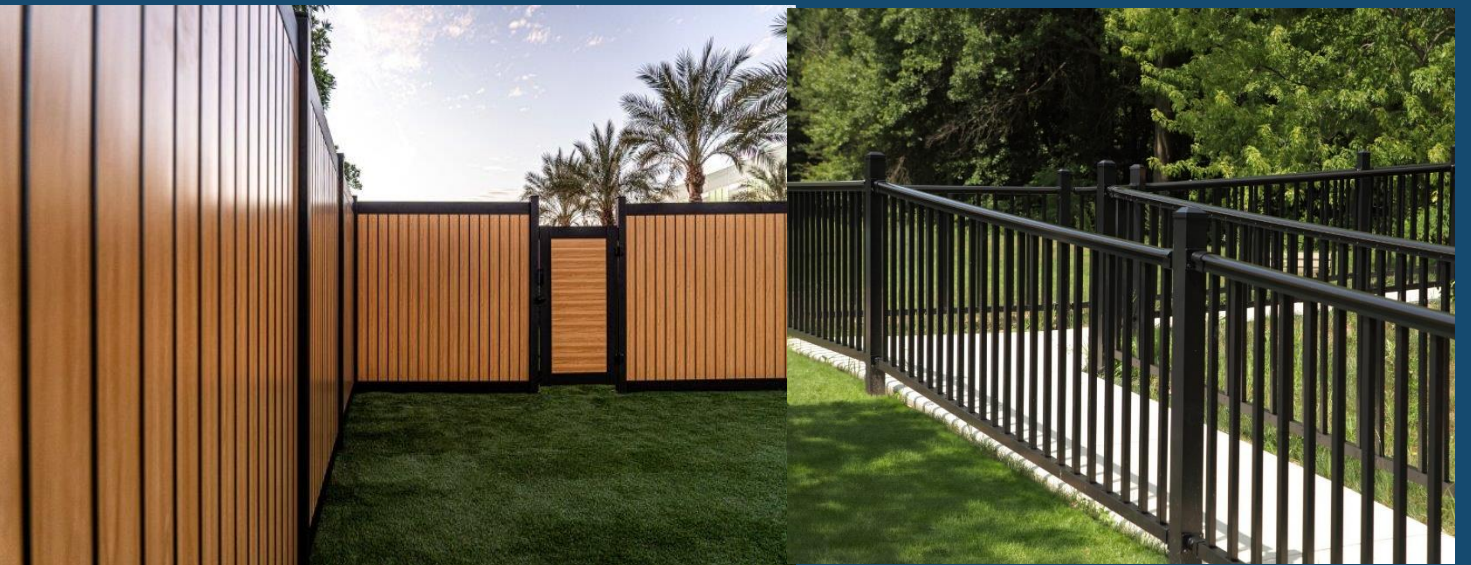
# SHAPES

UNLIMITED

ALUMINUM BUILDING PRODUCTS



## Our Commitment to Quality Assurance



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## CEO/PRESIDENT STATEMENT ON QUALITY

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**Vision:** We are the regional market leader in differentiated aluminum products and service solutions to the building products industry.

**Mission:** We are consistently challenging the status quo to develop value-added products and business solutions to meet our customers' evolving needs.

**Values:** With an empowered organization, using our values system to make our company and each team member successful as we strive toward our vision:

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*As aligned with our SHAPES Unlimited Values, "Our purpose is to build an exceptional and enduring business that contributes to elevating the building industry and its workforce through people-focused investments and business principles". To do so, the collaboration of all team members taking the needed ownership in ensuring that our quality is the benchmark for our industry is the objective.*



**Doug Rende**  
CEO and President | SHAPES Unlimited, Inc.

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# QUALITY POLICY

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## SHAPES Commitment

The Quality Policy of SHAPES Unlimited is as follows: SHAPES Unlimited Inc. is committed to ensuring that our customers are completely satisfied with the products and services we provide them with.

SHAPES Unlimited Inc.'s management and employees understand the trust that our customers have placed in us to ensure their orders are completed on-time and to their expectations. We work hard to earn that trust every day by delivering what we promised.

Through employee training, reducing non-value-added activity, and implementing continual process improvements, SHAPES Unlimited strives to provide every order to our customers' specifications at the best overall cost.

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## SHAPES Code of Excellence

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- **Be Purposeful** – Our purpose is to build an exceptional and enduring business that contributes to elevating the building industry and its workforce through people-focused investment and business principles.
- **Be Collaborative** – In an atmosphere of mutual support and respect, we value the perspectives and voices of all team members and customers. At SHAPES Unlimited, we are committed to creating an inclusive work environment driven by our core TEAM values.
- **Be Innovative** – At SHAPES Unlimited, on behalf of our internal and external customers, we are driven to deliver continuous improvement via unique products, service, and technological advancements.
- **Behave with Integrity** – At SHAPES Unlimited we do what's right. We believe that nothing is more important than our reputation and behaving with the highest levels of integrity is fundamental to who we are.

# QUALITY MANAGEMENT SERVICE PROCESSES (QMS)

## Quality At The Source

SHAPES Unlimited has implemented a multi-level "quality at the source" process approach for its quality management system. By identifying each of the top-level processes within the company, and then managing each of these discreetly, this reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the processes starting at the procurement or opportunity phase prior to any production commencing.

Top Level Processes	Top Level Breakdown
<ul style="list-style-type: none"><li>Quality Manual</li><li>Internal Auditing</li><li>Control of Nonconformity (Red-tag process)</li><li>Quality Corrective Action</li><li>Quality Training</li><li>Receiving/Shipping Inspection</li></ul>	<ul style="list-style-type: none"><li>applicable inputs and outputs</li><li>process owner(s)</li><li>applicable responsibilities and authorities</li><li>applicable risks and opportunities</li><li>critical and supporting resources.</li><li>criteria and methods employed to ensure the effectiveness of the process.</li><li>quality objectives related to that process.</li></ul>

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, to present the data to the SHAPES Unlimited Quality team. The data is then analyzed by the team so that they may set goals and adjust for long-term continual improvement.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.