

We will be the premier national distributor/fabricator for the delivery and conversion of basic (unfinished) plastic shapes. We will accomplish this while maintaining the highest level of quality and integrity in all aspects of our activities, and in a manner that promotes an enjoyable and profitable working environment for our customers, employees, and suppliers.

Henry G. Booth, Jr. - President



 **Piedmont
Plastics, Inc.**

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Quality
System

The Piedmont Plastics Quality System Statement of Purpose

To assure the customer that all products furnished by Piedmont Plastics, Inc. will:

- ✧ *Conform to customer specifications and/or requirements.*
- ✧ *Meet or exceed customer quality expectations and/or requirements.*

To standardize the Quality System at all distribution operations based on ISO 9000 Standards, thereby assuring all customers consistent quality regardless of which of our distribution facilities process and/or ships an order.

Piedmont Plastics, Inc. will accomplish this through . . .

✧ Standardized Procedures and Work Instructions

- ✧ The procedures and work instructions are documented in the [Piedmont Plastics, Inc. Quality Manual](#). This is to ensure that all employees are aware of their role in the process and that no step will be overlooked.

✧ Training

- ✧ All Employees of [Piedmont Plastics, Inc.](#) maintain a specified level of training related to their specific job function. You can be sure that knowledgeable and experienced professionals handle your products, in a safe and conscientious manner.

✧ Internal Audits

- ✧ On an annual basis, the Quality Manager completes an Internal Quality Audit at each [Piedmont Plastics, Inc.](#) facility. This audit ensures that all locations are operating per Piedmont Plastics Quality Standards.



✧ Root Cause Analysis and Corrective Actions

- ✧ When a quality issue does arise, Root Cause Analysis is performed and the origin of the quality issue is established. Once the root cause has been discovered, a Corrective Action is implemented to prevent a re-occurrence of the issue.

✧ Partnerships with Vendors

- ✧ [Piedmont Plastics, Inc.](#) seeks to develop long-term strategic partnership relationships with our vendors in order to integrate the quality process throughout the supply channel.

✧ Relationships with Customers

- ✧ For customers that have unique needs that require special work instructions and/or documentation, it is the policy of [Piedmont Plastics, Inc.](#) to provide any assistance required to ensure that customer's expectations are met. Quality Teams have been developed with our customers to ensure quality data and continuous improvement of the process.

✧ Continuous Improvement

- ✧ We recognize that every program is a work in progress. [Piedmont Plastics, Inc.](#) is continually making improvements and updating methods and procedures to provide our customers with the highest quality in plastic products and service.

✧ Data Based Decision Making based on Key Indicators

- ✧ Key Quality measurements are tracked and reported to all employees on a monthly basis.

For more information, please contact our Quality Manager at (800) 277-7898.

www.piedmontplastics.com