



Our Commitment to Quality

The management and employees of MPC are committed to being a world-class manufacturer of specialty lubricants, additives and greases. Our mission is to provide quality products that meet or exceed our customers' expectations.

To complete our ongoing mission, management has established the following quality objectives:

- ▶ Minimum customer complaints;
- ▶ On-time shipment of customer orders;
- ▶ Production of product that meets requirements; and
- ▶ A "Do It Right the First Time" attitude (minimum rework).

Data is collected with regards to these objectives, then analyzed and measured to identify areas of improvement. The information collected consists of (but is not limited to) customer complaints, customer returns and rework records. Analysis and measurement is done as outlined in our Quality Management System Manual via internal audits and management reviews.

In pursuit of these quality objectives, we shall remain committed to:

- ▶ The safety & health of our employees;
- ▶ Compliance with the requirements of our quality management system;
- ▶ Continual improvement of the effectiveness of our quality management system; and
- ▶ Regulatory & statutory compliance in the production of our products.

Sharon Murphy-Dittrich
Chief Executive Officer

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*Registered:
ISO 9001:2008 & ISO 14001:2004*

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