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Ashland Quality Policy



We endeavor to be recognized as the best specialty ingredient and formulation business in the world achieved through a focus on our customers, innovation, and continuous improvement.

As employees of Ashland, we take ownership for maintaining the quality and safety of our products and services. In our Zero Incident Culture, we maintain shared beliefs, values, and actions that advance a "right first time" philosophy. We maintain the goal to consistently achieve total customer satisfaction while increasing value for our shareholders.

Our business processes and manufacturing sites operate according to the principles outlined in relevant quality standards based on risk management. Regulatory, market, and certification compliance is achieved through appropriate systems aligned with business requirements.

We continue to improve our quality management system through the following actions:

- Operate under a Zero Quality Incident Culture
- Be customer focused
- Be proactive and preventative through risk assessments
- Get it right the first time
- Develop our employees
- Measure and communicate our performance

These actions are taken through respect and partnership with our customers, suppliers, communities, and our employees. We encourage our alliance partners, suppliers, and subcontractors to adopt a similar approach.

Day Duckenbroad

Dave Druckenbroad Vice President EHS, Sustainability, Quality and Regulatory Affairs

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1 Responsibilities

Site management to ensure policy deployment for their site, based on this policy.

A local quality policy committing to additional specific requirements might be required. Ensure that the content of this global policy is maintained.

Each manufacturing location to communicate and display this policy (or the local one) at their location.

2 Training

Initial training	General email communication / quality update on the quality portal
Refresher	Upon site own discretion.

3 Revision history

Revisio	n Changes
00	This is the first time that the quality policy will be a controlled document. (09-DEC-2022)

4 Approvals

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