



# Commitment to Quality

Muscle Products Corp. is committed to being a world-class manufacturer of high performance lubricants, additives and greases. Our mission is to provide products that exceed our customers' expectations. Simply put: We solve lubrication problems.

To complete our ongoing mission, we have adopted the following goals:

- ▶ *Customer satisfaction* - we strive to be the best, but realize we are only as good as your perception of our performance.
- ▶ *On-time shipping* - we want your product to arrive when you need it.
- ▶ *Production of product that meets requirements* - including applicable compliance obligations.
- ▶ A "*Do It Right the First Time*" attitude.

Our progress for meeting these quality objectives is reviewed periodically to identify areas of improvement in our performance.

In pursuit of these goals, we remain committed to:

- ▶ The safety & health of our team;
- ▶ Satisfying the compliance obligations related to our products and our Quality Management System; and
- ▶ Continual improvement.

Sharon Murphy-Dittrich  
Chief Executive Officer



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