



Quality and Environmental Policy

Patterson is committed to providing quality products and services that meet the needs and expectations of our customers and all other interested parties while respecting and protecting the environment, minimizing and preventing pollution, committing to sustainable resource use, and complying with applicable environmental laws and regulations.

Quality and Environmental Objectives have been established and are monitored and maintained to satisfy the applicable requirements for our products and services as well as meet the needs and expectations of interested parties.

We are committed to continual improvement of the Business Management System and the products and services we provide.

Objectives

- * On-time Delivery
- * Customer Complaints
- * Opportunities for Improvement Received
- * Worker Presence
- * Sales per Employee
- * Efficiency Level
- * Six Sigma Level
- * Supplier Scorecard
- * Hazardous Waste Generation

Five Areas of Responsibility

1. QUALITY: The quality of what I do is my responsibility. If my job is not done correctly, then it hurts everyone at Patterson as well as our customers.

2. TIME: Managing time effectively is my responsibility. Time wasted, such as being distracted by others, cell phone use, or lack of focus, is under my control.

3. CLEANLINESS: The organization and cleanliness of my work area is my responsibility. My work area reflects the amount of care I have for my job. I will utilize 15 minutes before the end of the shift to put my work area back to a clean and organized space.

4. SAFETY/ENVIRONMENTAL: My safety and the safety my coworkers is my responsibility. Work related injuries should never be a factor or a part of my job. It is also my responsibility to protect the environment in the performance of my job.

5. ATTITUDE: My attitude determines success or failure. Nothing else.