

Dryvit Systems, Inc.

Quality Policy

Dryvit Systems, Inc., including Triarch products, is committed to supplying quality products and services to our customers in a manner that creates value greater than offered by competitors.

The people who buy and use our products have a right to expect that the products and associated services will perform and be delivered as we say they will and that we will do this on a consistent basis.

It is every Dryvit employee's responsibility to ensure our standards for our products and services are achieved and maintained. Continuous improvements to the quality aspects of our business and adherence to the Q9001-2008 & 14001:2004 standards are an on-going process.

The success of Dryvit's quality program will be measured by setting and reviewing specific objectives for safety, quality, service and cost.

Quality Objectives

1. **SAFETY** -- Dryvit is proactive in continuing to reduce the # of injuries per plant to zero
2. **QUALITY** -- monitor justified customer complaints and improve the annual average and reduce the annual cost of non-conformity
3. **SERVICE** -- meet the customer's agreed service date and improve Customer Satisfaction Survey results over the previous year
4. **COST** -- stay within budget limits