

QUALITY POLICY

The scope of the Star Thermoplastic Alloys & Rubbers LLC quality management system covers Design, Develop, Produce, Market, Distribute, and Service Plastic and Rubber Compounds for Various Applications produced at the Star Thermoplastic Alloys & Rubbers LLC site in Broadview, Illinois, USA, considering the needs of all interested parties.

Star Thermoplastic Alloys & Rubbers LLC is committed to being “The partner and supplier of choice, an employer of choice, an investment of choice and a company that operates in an ethical and sustainable way”. All our activities are guided by our vision, mission and core values which are the cornerstone of an ongoing drive to improve performance and provide the highest level of product performance, technical support and service to our customers.

We are committed to the principles set out below:

Customer Focus – Every effort will be made to ensure that customer needs and expectations are known and understood in all business functions and at all levels so that the engagement and deliveries agreed with customers can be met or exceeded - on time, every time.

Process Management – We manage our core business activities through cross-functional processes. It is the task of management and employees to master and continually improve these processes in order to ensure the customers’ satisfaction and the company’s success.

Continuous Improvement – For all processes, we evaluate the critical success factors and lay down appropriate key performance indicators. We set targets for improvement and carry out corresponding measurement. All employees participate in the continuous improvement process and share best practice.

Employee Orientation – We give our employees the freedom to aim at challenging targets, both corporate and personal, to fulfil themselves in a motivating environment and to achieve a high level of performance. Employees are

individually empowered and enjoy the advantages of cooperation through teamwork and training opportunities. Our culture is centred on trust, responsibility, and people’s freedom to act within the framework provided by our systems.

Leadership and Support – Our leaders operate proactively, flexibly and rapidly to further strengthen our position. They see fostering and conveying our culture as a task of the utmost importance. The Leadership team establish meaningful business objectives and performance targets and communicate these to all employees.

Partnership with Suppliers – Suppliers contribute substantially to the stability of our processes and thus to the success of our company. Accordingly, they are carefully selected and integrated into our continuous improvement process. Partnership and open communication characterise our relationship with suppliers.

Quality Management System – Star Thermoplastic Alloys & Rubbers LLC operate process-oriented quality management systems with common elements which apply across the business and other elements tailored to the requirements of individual product types and market sectors / customers served. Continuous improvement and sharing best practice are the principles underlying these systems. The individual QM systems are defined and conform with the requirements of ISO 9001:2015 and any future amendments or additions.

Mark Clayton
Managing Director



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