

# PILKINGTON

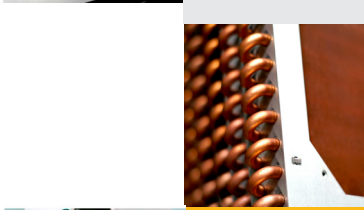
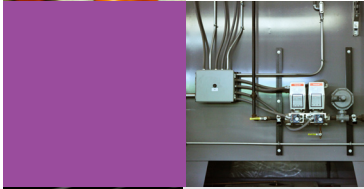
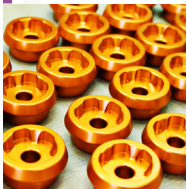
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## NEWSLETTER

FALL '10

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### QUALITY AUDITS - by Van Pilkington

Quality Audit...just the thought raises our pulse and brings our thoughts to focus. A Quality Audit is perhaps the most effective method we have to learn if we're meeting the commitments we make with our customers. The major components of a Quality System are:

- **Specifications.** Lists the materials and methods we must use as well as the performance of the coating once it has been applied. Typical specifications we work with include Mil-Specs (military reference), AAMA specs (American Architectural & Manufacturing Association), and NADCAP (aerospace). Large organizations such as Boeing Aircraft have developed their own process specifications that we have agreed to follow by contractual arrangement.
- **Pilkington Procedures & Work Instructions.** These are internal documents, written by us, that detail how we meet the specifications. Our contract review, laboratory, chem-treat, heat-treating and NDT areas have complete written procedures now. Written procedures for powder, paint, graphics and recovery are works in progress.
- **Training.** Once written, the Procedures and Work Instructions are implemented through training. Training is conducted mostly within your own department and by your manager. Some company-wide training is taught by our Human Resource department.
- **Audit.** We demonstrate our ability to meet the specification during a Quality Audit, collectively as a company and individually. Auditors observe and ask questions specific to our jobs, as they relate to our Pilkington Procedures & Work Instructions. Quality Audits are conducted internally (our own staff), by 3rd parties such as ISO and NADCAP, and by customers such as Boeing.

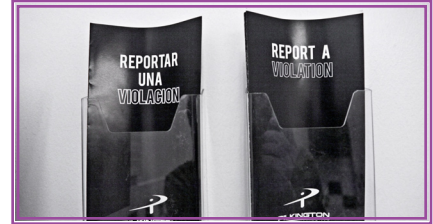
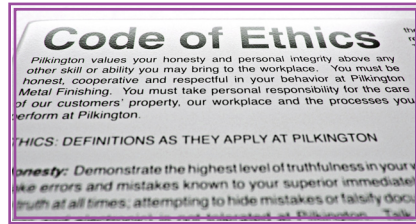
As with all of life's challenges, thorough preparation replaces fear with confidence.

### OUR CODE OF ETHICS

In recent months, we have been conducting extensive sessions of ethics training for every employee at Pilkington. Because ethics are at the core of our dedication to providing high-quality services, we strive to ensure that all employees, including management, understand and apply the established standards of ethical behavior to all aspects of their work. These standards, found in the Pilkington Code of Ethics, include Honesty, Integrity, Respect, Responsibility, and Commitment.

Since the first week of September, we have conducted multiple training sessions per week that have included basic definitions of ethical behavior, Standards of Conduct, ethics as they apply to certified processes, and harassment policies. Trainees have

been coached in aspects such as honest reporting of work and time, respecting others in the workplace, and completely following procedures and work instructions, just to name a few. We appreciate the cooperation and input of all employees who have attended so far.



A new addition has been made available for reporting ethical violations in the workplace as well. Now located throughout company facilities are "Report a Violation" boxes, along with brochures that describe ethical policies and violations. Should an employee feel that an ethical violation has occurred and wishes to report it anonymously, he or she may fill out the slip that accompanies the "Report a Violation" brochure to make his or her concern known in confidence.

## NEW EMPLOYEES

We have had some valuable new additions to the Pilkington Team in recent months - [Spencer Coleman](#), [Zacarias Gutierrez](#), [Duc Van Nguyen](#), [José A. Rayas](#), and [An Van Tran](#).


Congratulations to these five employees for completing over 90 days with the Company. Each of them plays an important role in the production and success here at Pilkington. Managers of these employees agree that they do a great job and are helping to achieve Company goals and objectives. We appreciate the hard work and valued contributions these employees make to Pilkington and its customers.



## FACEBOOK

If you are one of the 500 million active users on the online social network known as Facebook, come check out Pilkington Metal Finishing's new page.

[facebook.com/pilkingtonmetalfinishing](https://facebook.com/pilkingtonmetalfinishing)

There, you can find photos, videos, and constant updates on what's new with Pilkington and our employees. Make sure that you click the  button to show your support.