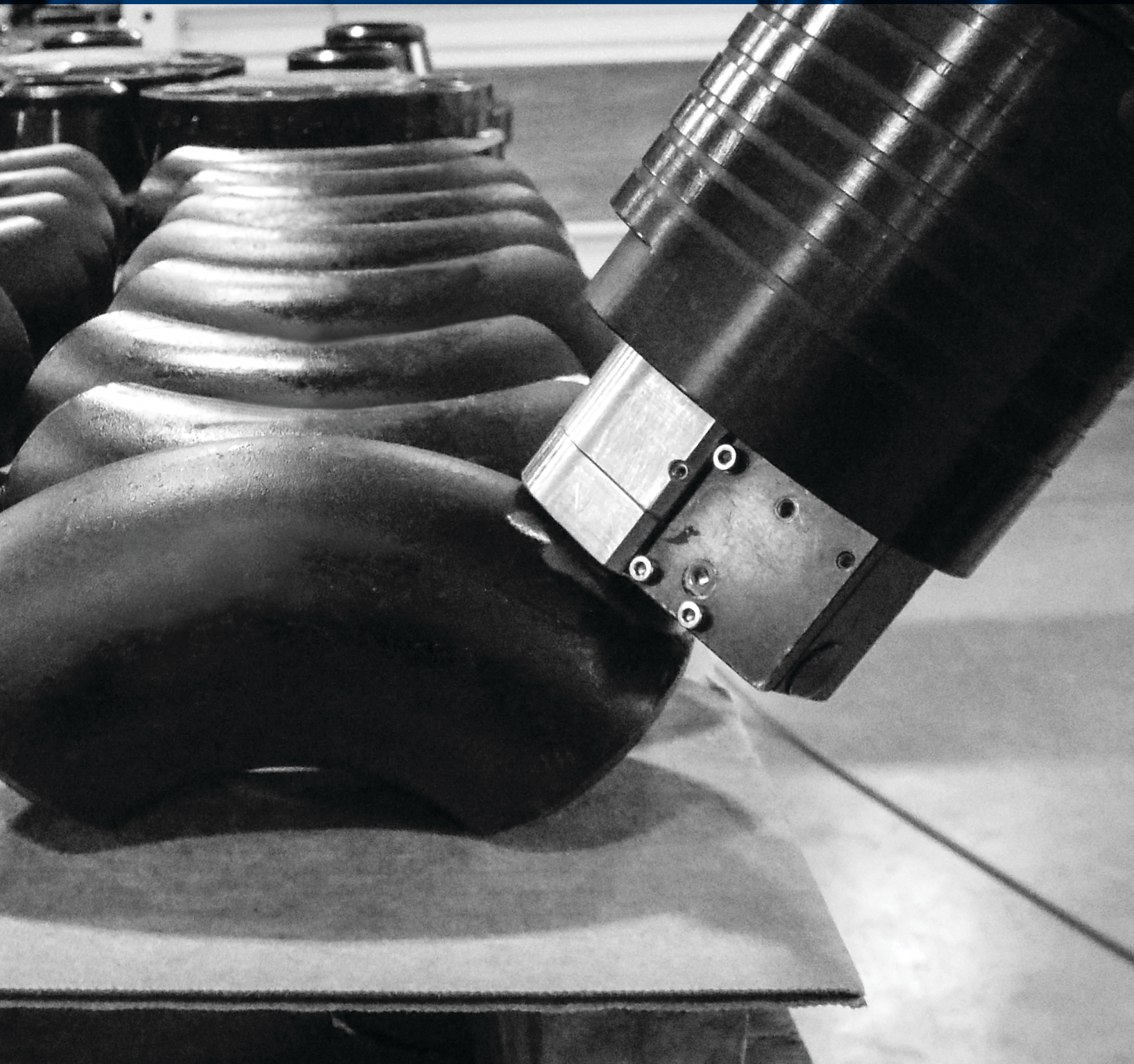




QUALITY PROGRAM

An accredited program to reduce risk, minimize downtime and increase your confidence in the products we provide.



QUALITY WITHOUT COMPROMISE

IN THE SPACES WHERE YOU OPERATE, RELIABILITY IS NON-NEGOTIABLE.

We've assembled a team of more than 250 associates in key locations across the country who are dedicated to implementing our strict, rigorous and extensive Quality Program—the greatest value we provide as a trusted supplier.

We do more than deliver the products you require. We deliver peace of mind that they'll function as designed to make your facility more predictable and more reliable.



ACCREDITED QUALITY MANAGEMENT PROGRAM

Ferguson is supported by an effective and well-established quality management program. This program, in place in select locations, is accredited and certified to the ISO 9001 and ISO/IEC 17025 standards.

Accreditations are performed by an independent third-party to provide added assurance that we:

- Deliver consistent and reliable results that our customers can depend on
- Remain focused on providing high-quality products and services to our customers
- Consistently operate according to our high standards

ISO 9001

Select Ferguson locations are certified to the ISO 9001 standard. This accreditation certifies our ability to consistently provide products and services that meet or exceed customer and regulatory requirements. For a full list of certified locations, contact a Ferguson Industrial Associate or email iso.quality@ferguson.com.

ISO/IEC 17025

Our Metrology and Material Services (MMS) testing laboratory is accredited to the ISO/IEC 17025 standard. This accreditation certifies our laboratory's ability to produce accurate and impartial testing data when inspecting and evaluating products.

OUR THREE-PART APPROACH TO PEACE OF MIND

Our Quality Program is built on the following principles to reduce risk, minimize downtime and increase our customers' confidence in the products we provide.

QUALITY PEOPLE

We are focused on building strong relationships and understanding the complexities that challenge our customers. Our knowledgeable team delivers superior customer service with a consistent and reliable experience our customers can depend on.

Developing and training associates enables us to provide unmatched service and support. Our knowledgeable associates:

- Work in true partnership with each other and our customers
- Offer extensive technical expertise
- Identify solutions to complex challenges

QUALITY PRODUCTS

We go to great lengths to confirm our suppliers can consistently provide products that meet applicable standards. We maintain a detailed list of approved manufacturers, manufacturing sites and specific products from qualified suppliers around the world.

Qualified suppliers are added to our Approved Manufacturers List (AML), creating a supply chain our customers can trust. Our supplier qualification process involves:

- Confirming that manufacturers and suppliers supply products that meet applicable standards
- Scientific product inspections: Destructive/Non-destructive
- On-site factory audits
- Business assessments

Suppliers on our AML undergo requalification based on ongoing evaluation and risk assessment. This means that our AML is updated regularly to include newly approved vendors and remove vendors that no longer meet the list's stringent criteria.

QUALITY PROCESSES

Implementing quality processes throughout our organization minimizes the potential risk of re-work and costly delays that could affect our customers. Our focus on performing tasks correctly and efficiently minimizes delays in the supply chain and strengthens our ability to meet customer requirements, providing our customers with an unrivaled experience.

By maintaining a culture of quality and prioritizing our customers' needs, we're able to:

- Comply with statutory and regulatory requirements
- Drive operational efficiency
- Identify opportunities for continuous improvement





QUESTIONS?

Contact a Ferguson Industrial Associate
or email iso.quality@ferguson.com for
more information.

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