



## QUALITY POLICY

Snap-on Incorporated commits itself to uncompromising Quality as its number one objective.

Our Quality Policy is to:

- Design, manufacture and market products that exhibit superior performance, reliability, durability and comfort that consistently meet or exceed the expectations of customers;
- Continuously improve quality, while providing complete and on-time delivery of quality products and services, in the most effective manner possible;
- Require each manager deliver uncompromising quality in his or her organization, product or service;
- Establish and communicate to responsible associates relevant quality performance metrics; requires each associate to assume responsibility and be accountable for improving the quality of his or her work;
- Periodically review internal and external customer expectations and requirements.

A handwritten signature in black ink, appearing to read "Nicholas T. Pinchuk".

Nicholas T. Pinchuk  
Chairman, President & CEO Snap-on Incorporated

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Consult the Corporate ISO Safety, Environment and Quality website for the latest revision.*