



Certification Time Again

Esschem is proud of its long history of meeting customer needs both with products that perform consistently and by developing new products with superior properties to meet changing end use applications. To ensure your confidence in our quality, we went through the rigorous examination

necessary to attain our accreditation under the ISO 9002:1994 standard in 1998. For our medical device customers who service markets abroad, we also achieved certification under the EN 46002:1996 requirements in 1999. This latter quality standard is the generally accepted way of showing compliance with the Medical Device Directive of the European Common Market (CE Marking). Although Esschem, as a bulk supplier, does not manufacture medical devices, our certification assists those customers who have medical devices in need of the CE mark.

ISO 9002 and EN 46002 certification is not permanent. In addition to a regular schedule of third-party surveillance audits every six months, Esschem underwent a meticulous two-day renewal inspection at the beginning of 2001 to assure our registrar that we were continuing to comply with the various standards. We are pleased to report that, once again, our quality systems passed with flying colors and our dual certifications have been renewed for another three years through 2004. A copy of our updated certificate is enclosed for your files.

Winter
2001

A Quality Dictionary

To emphasize the implications of this language we provide some definitions.

Assure - to inform confidently with a view to removing doubt

We are informing you about our quality system certification to remove any doubt you may have about our commitment to your satisfaction.

Ensure - to make sure or certain

We submit to the audit process so that we can ensure you of our commitment to quality.

Insure - to cover with insurance

We consider the cost of operating our quality system as an insurance premium. The net cost of this premium is going down as we hone our procedures and meet your requirements more efficiently.

Reassure - to restore confidence in

Our objective is to never have the need to use this word in connection with our customer relationships.



ESSCHEM EUROPE = QUALITY AND SUPPORT
for Our European Markets

We are pleased to announce the formation of Esschem Europe Limited, a wholly-owned subsidiary of Justi Group Inc. Formerly doing business as the independent Acrytek Ltd., our new affiliate, Esschem Europe, occupies a 10,000 square foot facility located within the Belmont Industrial Estates in Durham, England. Our friend and colleague, Gary Shaw, has been appointed Managing Director.

Gary, who was originally from Newcastle, left England in 1991 to join us here in a technical sales position. He returned to his homeland in 1996 to create Acrytek as an exclu-

sive sales organization for Esschem materials. For four years, he has serviced manufacturers in the same medical device, cosmetic and industrial markets that Esschem supports in the US. The success of his efforts warranted a larger investment from us and in November of last year, Esschem Europe was born!

Besides continuing to provide sales and technical expertise, Gary will be producing, warehousing and shipping products throughout the United Kingdom and the European Continent. Esschem Europe will have materials available from all of the Justi Group affiliated companies (Esschem

Company, Esstech and Specialty Glass) as well as proprietary products available only at the Durham site. He is expecting to become ISO quality certified within the year.

Gary thanks all his customers who have partnered in and benefited from his success. He looks forward to growth through continued affiliation with us—and with you.

SHIFTING FOCUS WITH ISO 9001:2000

Esschem is looking ahead to the future of global quality systems. Training has already begun on the newly released American National Standard for ISO 9001:2000. Though we have until January 2004 to become fully compliant to the new standard, it is not too early for us to begin assessing revisions to be made, writing new procedures and conducting internal audits.

As we move toward compliance with ISO 9001:2000, you will find our quality system expanding to embrace several new areas of our process such as:

- **Product R&D** – Under our current 9002 certification, new product development actually

fell outside of the compliance scope. However, the new standard states that when research laboratory and pilot plant processes are essential to providing products that meet customer and regulatory requirements, these processes must be included in the total quality management system. As a routine provider of these R&D services to you, we look forward to “ISO-tizing” our design control procedures.

- **Customer Satisfaction** – ISO 9001:2000 says, “Top management shall ensure that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.” The implications

of this clause are that 9001:2000 companies need to close the feedback loop in order to measure customer satisfaction. Expect to find us asking you more often than ever “How are we doing?” and “How can we do it better?” Your candid feedback will make both of us more successful.

- **Continuous Improvement** – Though the new standard is calling for constant improvement of the quality system, we are always seeking to increase the effectiveness and the efficiency of **all** our systems and processes. We want to be the most important value-added partner in your supply chain.

ISO 9001

Esschem's Quality Timeline

'57	'92	'95	'97	'98	'99	'01	'04
Operations commence in Essington, PA	Groundbreaking for our state-of-the-art production facility in Linwood, PA	Real-time production begins at the Linwood plant	ISO 9002 quality management system established and audited	ISO 9002 certificate issued	EN 46002 certificate issued	Dual certifications renewed for three years	ISO 9001:2000 certificate issued and EN 46002 certification renewed

Justi Group Affiliated Companies

Esschem Company

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Communication Essentials for Esschem and Associates

The Esschem Connection

Now our customer service department is open 24 hours a day, 7 days a week everywhere in the world on a computer near you. At www.esschem.com, you can become a member of the Esschem Connection, your one-stop, user-friendly help desk where you can take advantage of our powerful online capabilities.

You can enroll for a company account at Esschem Connection right now. Once we've received your registration information, our customer service representatives will contact you with the appropriate security pass codes. Many other new features and updated information have been added to www.esschem.com, so you should take a look at it all. We look forward to seeing you on the Net!

ONLINE CAPABILITIES

- Order placement
- Certificate of Analysis (COA) requests
- Material Safety Data Sheet requests
- Preshipment sample approvals