

Quality policy

At Eastman, quality is at the core of our success. It is an important part of our legacy, culture and brand. We strive to run all processes reliably and to the desired targets while avoiding the costs of poor quality. Eastman team members are committed to doing it right the first time, every time, guided by these key principles.

- Customer focus — We excel at understanding our customers and their quality needs and reliably delivering products and services that add value.
- Market focus — We understand new and existing market requirements and competitive trends. We rapidly innovate to meet customer needs and accelerate bringing those solutions to market.
- Relationships — We proactively foster strategic business partnerships with customers and suppliers that improve quality and enhance business results.
- Leadership — We build a shared quality vision, align our organizations to support that vision and create engaging work environments. We develop measurable objectives tied to business performance and enable ownership for achieving them.
- Improvement — We drive value-adding, market-directed, continuous improvements and breakthrough innovations.
- Process focus — We design and improve manufacturing and nonmanufacturing processes that optimize business results.
- Scientific method — We understand the concepts of variation and waste. We apply appropriate tools to drive productivity and enable innovation.
- Learning — We assess performance and benchmark against best practices. We capture, share and institutionalize learnings to improve results.

We believe every team member has a role in delivering quality and reliability in products and services for our customers.