



PAULO

PAULO
PRODUCTS
COMPANY

HEAT TREATERS
AND FINISHERS
OF METALS

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Paulo Receives the New ISO 9001:2000 Quality Registration

St. Louis, MO - May 21, 2001 – The St. Louis, MO facility of the Paulo Products Company has successfully completed all necessary requirements of the new ISO 9001:2000 quality standard, and has been awarded this internationally recognized registration through Intertek Services, an independent auditor. Paulo is one of the first commercial heat treating companies in the United States to attain ISO 9001:2000 registration. This recognition affirms Paulo's adherence to quality standards that are acknowledged and respected throughout the world. "Our Continuous Improvement efforts towards customer satisfaction and helping our customers succeed have really helped us in achieving registration to the new ISO 9001: 2000 standard" states Ethan Allen, St. Louis Division Manager for Paulo.

The new ISO 9001:2000 quality system model places more emphasis on customer satisfaction, management responsibility, and measurement of the organization's performance. These new quality standards have replaced the ISO 9001:1994 benchmark. Ed Haines, Corporate Director of Quality, says one of the major differences with this new standard and the 1994 version is that "there is more focus on improving customer service and the customer's part quality for continual improvement of customer satisfaction".

Paulo provides innovative engineered solutions in heat treating, brazing, and metal finishing. The St. Louis, MO facility offers a comprehensive array of heat treating, brazing, finishing and cryogenic services. Paulo also offers engineering assistance and a broad range of metallurgical services. In addition to the plant and corporate headquarters in St. Louis, Paulo today also operates facilities in Kansas City, MO, Nashville, TN, Murfreesboro, TN, Memphis, TN, and Cleveland, OH.

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