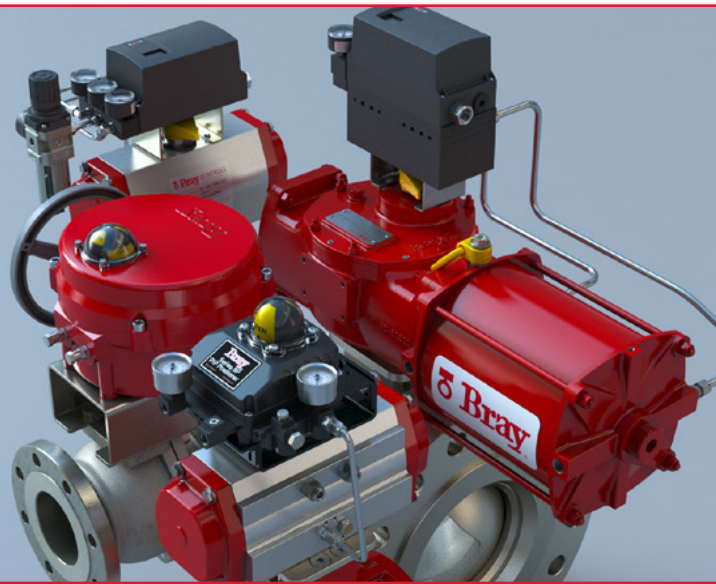


Quality At Every Step.

Quality is integrated into Bray's culture and operations—exceeding expectations throughout all customer touchpoints.



QUALITY IS AN INTEGRAL PART OF EVERYTHING WE DO.

At Bray, Total Quality Management (TQM) is our core framework for driving continuous improvement and operational excellence across our organization. We deliver reliability through “Quality at Every Step.”

TQM is a company-wide approach that involves every employee in maintaining high standards and delivering superior products and services. By focusing on customer satisfaction, fostering a culture of quality, and promoting continuous learning, we aim to strengthen our processes, improve efficiency, and enhance the value we provide to our customers.

KEY PRINCIPLES OF BRAY QUALITY:

- > **Customer Focus:** Prioritizing customer needs and expectations in everything we do.
- > **Employee Ownership:** Delivering excellence through a culture of commitment, collaboration, and continuous improvement.
- > **Process Approach:** Optimizing processes for maximum efficiency and effectiveness.
- > **Continuous Improvement:** Fostering a mindset of ongoing development and innovation.

Bray ensures that quality is not just a goal, but a way of proactively working—impacting all aspects of our operations. This approach drives improvements that not only elevate our products and services but also strengthen our competitive position in the market.

OUR CORE VALUES DRIVE QUALITY AND RELIABILITY.



SAFETY: By emphasizing continuous improvement, employee training, and adherence to standards, the company fosters a culture that promotes a proactive approach to both product quality and workplace safety.



EXCELLENCE: Quality reflects our commitment to achieving excellence in everything we do. By upholding high standards and attention to detail, we consistently deliver exceptional products and services to our customers.



CUSTOMER FOCUS: Quality ensures that we prioritize the needs and satisfaction of our customers. By maintaining rigorous total quality measures, we demonstrate our dedication to providing them with reliable and superior solutions and highly reliable products exceeding expectations.



VALUED EMPLOYEES: Quality recognizes the expertise and dedication of our employees. By fostering a Culture of Quality, we empower our team members to take pride in their work and contribute to our collective success.



INTEGRITY: Quality embodies our integrity as a company. By adhering to ethical standards and ensuring the reliability of our products, we uphold the trust and confidence of our customers and team members.

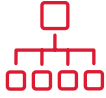


INNOVATION: Quality fuels our spirit of innovation. By continuously seeking improvements and embracing new technologies and methodologies, we stay at the forefront of our industry, driving progress and growth.

OUR OPERATIONAL VALUE CHAIN

At Bray, quality at every step is achievable through **ownership of our full value chain**. By establishing and monitoring procedures for all phases of our operations, team members are able to deliver the highest level of customer satisfaction and product reliability.

QUALITY AT EVERY STEP



QUALITY MANAGEMENT SYSTEM

To deliver absolute customer satisfaction, Bray's quality management system is:

- > Compliant with globally recognized standards.
- > Standardized across all business units.
- > Customized to our business model.
- > Continuously improved utilizing customer feedback.



PRODUCT QUALITY PLANNING

Reliability is embedded in our operations through quality assurance tools, including:

- > Failure Modes and Effects Analysis (FMEA) for product and process improvement.
- > Process capability studies ensure consistent, high-quality output.
- > Quality control plans define requirements, monitoring, and corrective actions.



SOURCE QUALITY ASSURANCE

We value our suppliers as partners in delivering customer success.

- > Performance is continuously monitored using proprietary tools.
- > Suppliers audited by qualified Bray personnel.
- > New purchases are validated through a robust First Article inspection process to ensure quality and reliability.



INSPECTION & VERIFICATION

Verification of conformance to standards has been at our core since the beginning.

- > Internal quality control at each operation.
- > State of the art equipment delivers the highest level of accuracy and precision.
- > Material verification test labs staffed by engineers with equipment calibrated and verified by third parties.



TRACEABILITY & CERTIFICATIONS

Bray ensures customer confidence through rigorous material traceability and product certifications.

- > Robust systems track materials from receipt to installation.
- > Materials are traceable to products.
- > Transparent material test certificates provided from source suppliers.
- > Third-party-auditing of product certifications.



CONTINUOUS IMPROVEMENT

Continuous improvement is a core strength of Bray that is owned by all team members. Robust feedback loops and data driven analytics are used to:

- > Define areas of improvement.
- > Measure process performance.
- > Analyze opportunities.
- > Execute improvements.
- > Monitor against expected state to ensure highest quality performance.

Learn more about Bray's quality management program at [BRAY.COM/QUALITY](https://bray.com/quality).

