

January 2025



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As one of our trusted suppliers, we would like to inform you of the quality initiatives underway at American Hydro. In response to feedback from AH team members and our core customers' increasing quality expectations, American Hydro has undertaken a comprehensive initiative to elevate our Quality Assurance program.

Supplier Quality Program

Supplier quality is integral to our success. We're implementing a new process to better qualify and monitor our vendors, ensuring that every component meets our stringent quality standards. AH wants to partner with our vendors and we see them as an extension of our shop.

New Standard Supplier Quality Assurance Requirements

The following QA requirements will apply to all custom cast, forged, fabricated, or machined components.

1. Written Dimensional Inspection Reports must be provided using AH-supplied check sheets. Vendor-supplied check sheets are acceptable if pre-approved by AH. For components with a unit quantity of 25 or less, 100% of the dimensions must be recorded to the precision indicated on the drawings. For unit quantities greater than 25, a 20% sample rate is acceptable.
2. Material Test Reports must be provided for all materials that are supplied. These certificates must include the Country of Origin and the Melted and Manufactured location statement.
3. Written Test Reports must be provided for all Non-Destructive Testing performed. The documentation shall include a copy of the Inspector's certifications.

Quality Culture Focus

A key pillar of this initiative is nurturing a strong quality culture within the company. We believe that fostering an environment where pride, accountability, and empowerment to stop work for quality reasons is essential. This will help reinforce the mindset that quality is everyone's responsibility, at every level.

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A New Era of Quality at American Hydro

To further strengthen this culture of quality, we've rebranded our quality efforts with a new logo and slogan: "**Quality – Do it NOW, do it RIGHT.**" This phrase is rooted in our core value of *Urgency* and embodies our goal of executing tasks correctly the first time, every time. The message will be prominently displayed throughout the company with signs and stickers, ensuring that all team members are aligned and motivated.

Our focus is not just on fixing mistakes, but on creating an environment where quality is ingrained in every process, every decision, and every action.

Commitment to Quality

At American Hydro, we are committed to quality at every level, and this initiative is just the beginning of an ongoing journey toward operational excellence. Together, we will continue to ensure that our products, services, and reputation exceed the high standards our customers expect.

As a trusted partner, we encourage you to reach out with any questions, concerns, or suggestions for improvement that you would like to share as part of our ongoing commitment to quality. Thank you for your continued dedication to making American Hydro a leader in our industry.