

# Quality

**Independence Tube** is dedicated to delivering steel tubing of the highest value to our Customers through continual improvement of our products, services, processes and quality system.

## Products

Our inspection, measurement and testing capabilities compliment our manufacturing systems and processes, ensuring consistency in quality, shorter delivery lead times and containment of costs.

## Service

Independence Tube employs state of the art customer relationship management strategies and technologies such as multi-modal logistical capabilities (truck, rail and barge); Electronic Data Interchange (EDI) and Vendor Managed Inventory (VMI) and a Customer secure Portal to provide a 24 hour, 365 day Customer Service Excellence.

## Processes

Independence Tube processes are firmly executed based on Industry specifications such as ASTM and our Customer-specific requirements to provide products that meet the needs and applications of our Customers and the end-user.

## Quality System

The purpose of our quality system is to provide assurance to our Customers that Independence Tube products are manufactured using internationally-accepted standards of performance. To accomplish this, we use a quality management system based on the principles and elements of ISO 9001:2008 and the best practices from TS 16949 (automotive standard).

Through a spirit of continuous improvement, Independence Tube Quality Management System (QMS) strives to ensure our operations run efficiently and effectively to provide the best customer service and product quality possible at the best price.



# Quality Management System



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