

A ROAD MAP FOR QUALITY

Hubbell Power Systems | **Pursuit of Excellence**



A Message from the President

At Hubbell Power Systems, we manufacture products that provide mission critical infrastructure and the delivery of power to millions of people worldwide. In our business, failure is not an option. So we manufacture products of uncompromising integrity, and it starts with our quality policy. We hold ourselves to the highest standard, carefully selecting quality supplier partners to ensure we exceed all the expectations of our customers.

Progressive supply chain management and strategic sourcing maximize the value of Hubbell Power Systems. Through global operating efficiencies and careful analysis of market trends affecting commodities, we achieve greater capacity, leveraged purchasing power and cohesiveness along the path of our supply chain. Success in supply chain management affords us competitiveness and growth.

Our commitment to quality enhances the reputation of a family of valued brands that are well-known for reliability.

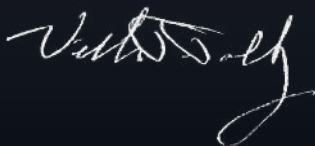
Anderson™ | CHANCE® | Delmar®
Electro Composites™ | Fargo® | PCORE® | HotBox®
Polycast® | Ohio Brass® | Quazite® | USCO™

All of our products are backed by warranty, and each of our facilities follow a rigorous QA process specifically designed around the products we manufacture. Certified lean engineers monitor performance throughout the manufacturing cycle, and perform internal audits and third-party audits. We are confident in our QA process. We invite our customers to perform their own audit any time they like or to just take a factory tour.

William Tolley

President

Hubbell Power Systems





Pursuit of Excellence

A Road Map for Quality

Quality is defined as a standard whereby products are manufactured to meet industry specifications and customer expectations. In this sense, if a product meets specification and is delivered on time, it is accepted as good enough.

At Hubbell Power Systems, we recognize good enough doesn't build loyalty; it doesn't instill trust, and it doesn't satisfy customers long-term. After all, we are in business to supply products and services that support mission-critical infrastructure. We make products that withstand the harshest environments so lights, telecommunications and other vital utilities don't fail. When products are as important as ours, they need to be better than "good enough".

We disregard the notion that quality means simply meeting product specifications. At Hubbell Power Systems, we live by a quality management system of continuous improvement designed to exceed customer expectations in all facets of service, product performance and delivery. Achieving such a high standard is made possible because our employees share the same philosophy —to Never Compromise.

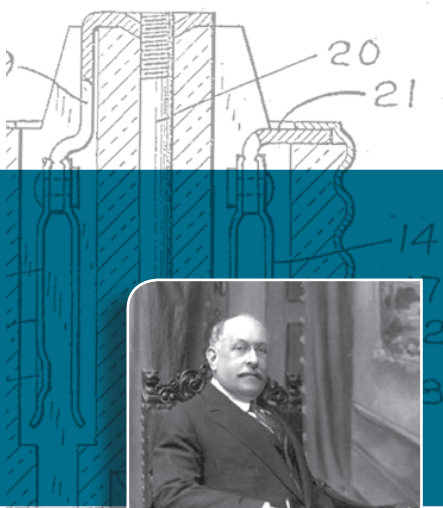
Over decades of continuous process improvement, product innovation and safety, Hubbell Power Systems has maintained its pursuit of excellence.

Our road map for quality integrates several measures within our supply chain and key functional areas of the organization, and it begins with our people.



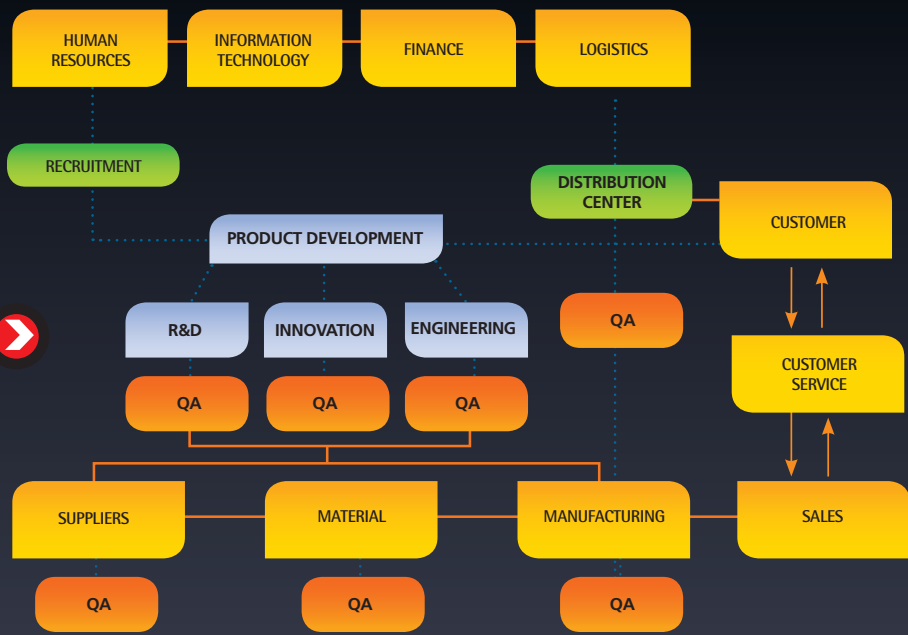
- RECRUITMENT
- PRODUCT DEVELOPMENT
- SUPPLIERS
- MATERIAL
- MANUFACTURING
- QUALITY ASSURANCE
- DISTRIBUTION CENTER
- CUSTOMER SERVICE
- SALES





When Harvey Hubbell founded the company in 1888, he created a culture of inventing and producing quality products. His passion for finding a better way of doing things sparked an idea that improved the quality of life around the world and is still in use today—the pull chain light socket and wall plug.

HOUSE OF QUALITY



Like Harvey Hubbell, we hire team players who have an extra spark. A desire to be first. We look for those who will push themselves and their teammates to outperform their last achievement in pursuit of excellence. That spark breeds innovation, quality, and a drive toward continuous improvement. Our employees never compromise, making Hubbell Power Systems the leader in the markets we serve.

Never Compromise™

A Culture of Quality

Our commitment to quality begins with the hiring process. On day one, every employee, from (entry level to the top management), takes ownership of quality and understands how their roles contribute to satisfying customer needs.

We are guided by five core principles that keep customer needs in focus. We apply these principles to every aspect

of manufacturing, customer service, human resources, business operations, safety and sustainability to ensure consistent and measurable results.

Our employees stand proudly behind our promise of enduring products and people you can depend on. By never compromising our integrity or our values, Hubbell Power Systems upholds its reputation for reliability and quality.

CORE PRINCIPLES



WE DELIVER RELIABLE PRODUCTS AND SERVICES EVERY DAY.

WE SHARE OUR IDEAS, OUR KNOWLEDGE AND OUR RESOURCES.

WE CONSTANTLY LOOK FOR BETTER WAYS TO SERVE OUR CUSTOMERS.

WE DO WHAT WE SAY WE WILL DO.

WE NEVER COMPROMISE.

Measuring Success

Exceeding Customer Expectations

We are committed to delivering reliable products and services every day. Consistently delivering quality products means less disruption of service and lower total cost of ownership.

Success is measured at all stages of the product life cycle using tools that track the quality of our products and services. Rigorous inspections and testing are in place for raw materials, our suppliers and our facilities to help meet our quality standards. Achieving the Hubbell Power Systems standard for quality means delivering value to our customers.

Measurements applied at key points of product design, manufacturing and delivery are recorded monthly and posted for employee review and follow up action. Through a series of internal process-related and customer-driven processes, we collect, monitor and evaluate quality objectives in five categories. Once the data is evaluated, an action plan is implemented.



Hubbell Power Systems actively complies with UL, CSA, ANSI, and EPRI standards and Hubbell employees chair several committees domestically and internationally.



ACCOUNTABILITY

Each manufacturing facility has its own quality assurance (QA) team, responsible for testing new product designs, investigating customer concerns and supporting manufacturing through frequent internal audits. Many facilities have engineering labs that perform technical audits of product performance.

Our customers play a fundamental role in the quality of our products and services. Your feedback serves as a benchmark, a measure we strive to exceed when setting standards. When a product does not perform as expected it is returned as a product performance inquiry (PPI). During the PPI process, product undergoes rigorous evaluation, used to determine if the product performed as designed and if not, what corrective action is necessary. When handling, application, or installation issues are identified as the root cause, additional information is provided to the customer so appropriate action can be taken. Results from QA audits are reported through our quality index to monitor overall performance. Regardless of the outcome, final analysis from the PPI is always shared with the customer who initiated the inquiry.

LEAN

Our facilities are ISO certified and employ lean manufacturing practices, which make us a more agile organization, integrated with our customers and suppliers value streams. Each phase of our manufacturing process follows rigorous testing, measuring and inspecting.

Forward Thinking

Hubbell Sustainability Initiative

Our mission is to achieve a culture of environmental responsibility with our employees, customers, suppliers, communities and industries by implementing educational programs and sustainable practices. Hubbell's vision is to be a recognized leader in conserving natural resources to sustain our environment. Success is continuously measured in seven core areas:

- ENVIRONMENTAL RESPONSIBILITY**
- STRATEGIC TO THE BUSINESS**
- EDUCATION**
- EMPLOYEE ENGAGEMENT**
- OPERATIONAL EXCELLENCE**
- ACCOUNTABILITY**
- INDUSTRY LEADERSHIP**

“ Hubbell is committed to reducing harmful impacts to the environment. We decided as a company long ago to operate our facilities lean and clean. Hubbell takes pride in operating under the guidance of sustainable business practices... ”

Tim Powers,
Chairman, CEO & President
Hubbell Incorporated



HSI = GREEN
HUBBELL SUSTAINABILITY INITIATIVE



Distribution Center
400,000 sq.ft.
Centralia, Missouri

➤ Delivering on a Promise

Demonstrated results

For more than 100 years, Hubbell has set the standard for quality products and services through a conservative fiscal policy, a growth-oriented strategy, and lean manufacturing principles.

We are committed to delivering reliable products and services every day, which is why we hire great talent and are able to retain the best of the best. We value our relationships with customers and work hard to maintain their trust. All Hubbell Power Systems products are backed by an industry leading warranty.

Our road map for quality is an on-going pursuit of excellence. We are ISO 9001 certified, practice lean manufacturing and have the most modern manufacturing capabilities in the industry. Each of our facilities extends an open invitation to see quality in motion. Contact us today to schedule a factory tour.

HUBBELL POWER SYSTEMS QUALITY POLICY

Hubbell Power Systems is committed to providing enduring products and people you can depend on. We design, manufacture and market quality products to meet technical and functional specifications and exceed customer expectations.

Our employees and suppliers are dedicated to anticipating the needs of our customers. We deliver reliable products every day – on time, in spec and on budget. Quality of service means we share our ideas, our knowledge and our resources. We do what we say we will do.

We are committed to continuous improvement of our products, processes and services to provide maximum value to our customers.

Never compromising on our principles or our values means doing things right the first time, which is the foundation of our quality process.



ABOUT HUBBELL POWER SYSTEMS

Hubbell Power Systems (HPS) manufactures a wide variety of transmission, distribution, substation, OEM, underground and telecommunications products used by utilities. HPS products are also used in the civil construction, transportation, gas and water industries. Our product lines include: construction, switching and protection products, hot line tools, insulators, arresters, pole line hardware, cable accessories, test equipment, transformer bushings, connectors, grounding equipment and polymer precast enclosures and equipment pads.

HUBBELL
Power Systems

