



Customer Satisfaction Fiscal Year 2011

To demonstrate commitment to our Company's Quality Policy, Synthetech will achieve the following fiscal year 2011 Customer Satisfaction metric.

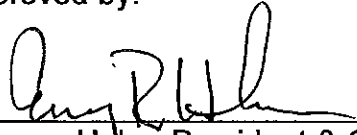
We will target 100% customer satisfaction as measured by (1) on-time delivery, (2) within specifications, (3) and meeting the customer's expectations.

Responsibility: QA will track and report this data on a quarterly basis, and, if necessary, adjustments will be made by management.

The following areas of focus will ensure that this objective and target is met:

- Project quotations: Projects will be quoted appropriately for their level of development. For example, projects which are speculative or without developed technical package may be quoted after a "chemistry development" run is conducted. *Responsibility: Business Development*
- Technology transfer: Available information will be transferred from our customers. Critical processing parameters and steps will be identified. The chemistry will be understood before plant scale manufacturing and then the key parameters will be monitored during manufacturing. *Responsibility: Business Development, R&D, Project Managers, and QC*
- Key material supplier management and development: Suppliers will be gauged for their ability to provide materials on-time and in-specification. We will then work with them to ensure that they have our specifications and methods (where appropriate). *Responsibility: Purchasing*

Approved by:




Gregory Hahn, President & CEO

Date: May 05, 2010



Frederic Farkas, VP Operations

Date: May 11th, 2010



Deron Neukomm, Director of Q/EHSS

Date: May 12, 2010