



## Quaker Chemical Surveys Its Chemical Management Service Program

May 13, 2014 at 9:01 AM EDT

CONSHOCKEN, Pa., May 13, 2014 /PRNewswire/ -- Manufacturers around the world are constantly responding to the challenges of accomplishing more with fewer resources in order to remain competitive and keep current with health, safety and environmental standards. At the same time, they need a way to balance these pressures while still improving plant productivity. [Chemical Management Services](#) (CMS) is an approach where an organization engages in a long-term relationship with a service provider to manage its chemical supply chain and range of other support activities. The goal is to improve the total cost of the manufacturing process, and increase productivity for the organization.



Quaker Chemical Corporation (NYSE: KWR), a global leader in process fluids and chemical specialties, has a proven, systematic approach that delivers benefits to every part of the business. Quaker provides solutions through its QCMS<sup>SM</sup> Program and, as a result, saves its customers money and provides services to help manage chemicals and other aspects of the business.

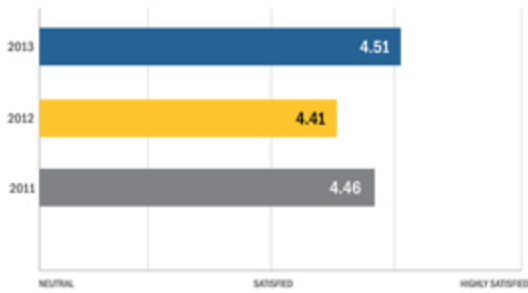
Quaker surveyed customers in each of our North America Steel and Automotive CMS sites. The survey was open from November 2013 through January 2014 and had over 300 participants. The survey asked customers ranging from a machine operator to the plant manager how well Quaker is doing and how it could improve.

In order to stand apart from the competition, the survey was modified to include how Quaker associates perform their everyday activities in alignment with Quaker's Core Values. Respect, Integrity and Teamwork were the top rated values reported by Quaker's customers. Quaker ties these values to its customer intimate business model, which is based on establishing relationships at multiple organizational levels. Doing so enables Quaker to be intimate with the processes and to identify ways to improve. The survey serves as one of the many tools allowing Quaker to identify opportunities for improvement to reduce total cost of ownership.

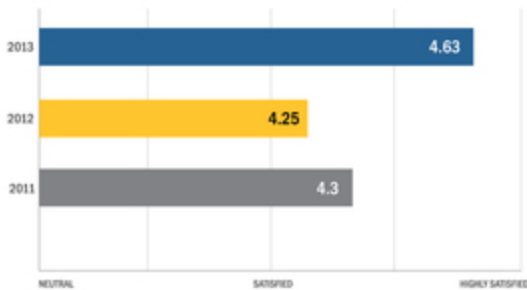
"Not only does the survey provide valuable feedback of our performance, it exemplifies our customer intimate business model which differentiates us from the competition," states Michael Smolen the North America CMS Manager at Quaker Chemical. "Our strong performance in 2013 is a testament to the strength of this differentiation and to the discipline and ability of Quaker associates to execute our strategic growth initiatives. Our associates work hard, have determination and are driven to find 'right solutions' to challenges every day. Customer commitment is clearly a value that guides us to continuously improve."

The following information is a comparison of the new 2013 CMS study against the previous version's (2011-2012) results. The quantitative responses were measured using a ratings scale of "1" being "Very Dissatisfied" to "5" being "Very Satisfied." The 2013 survey results demonstrated improvement over the last three years.

## OVERALL PERFORMANCE



## CORE VALUE



### About Quaker Chemical Corporation:

Quaker Chemical Corporation is a leading global provider of process fluids, chemical specialties, services, and technical expertise to a wide range of industries, including steel, aluminum, automotive, mining, aerospace, tube and pipe, cans and others. For nearly 100 years, Quaker has helped customers around the world achieve production efficiency, improve product quality, and lower costs through a combination of innovative technology, process knowledge, and customized services. Headquartered in Conshohocken, Pennsylvania, USA, Quaker serves businesses worldwide with a network of dedicated and experienced professionals whose mission is to make a difference. Visit [www.quakerchem.com](http://www.quakerchem.com) to learn more.

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Eliana Holguin, Global Marketing Manager, [holguine@quakerchem.com](mailto:holguine@quakerchem.com), T. 610.832.7897