

The Sherwin-Williams Company

**Advantages of
The
Sherwin-Williams
Company
As a Global
Products Finishes
Supplier**



**Chemical Coatings Division
101 Prospect
Avenue
Cleveland, OH 44115**

ADVANTAGES OF

THE

SHERWIN-WILLIAMS

COMPANY

AS A GLOBAL PRODUCT

FINISHES SUPPLIER



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I. Advantages of a Global Supplier:

THE SHERWIN-WILLIAMS COMPANY OVERVIEW

In 2008, The Sherwin-Williams Company celebrates 142 years of doing business as a world leader in coatings technology. The company's core business is the manufacture, distribution, and sale of coatings and related products. We employ over 33,000 people with annual sales of over seven billion dollars. Our 22 domestic and international plants are strategically located to service the needs of our customers.

The marketing of Sherwin-Williams labeled industrial finishes, architectural coatings and associated supplies is accomplished through over 3,400 company-operated stores. Over 90 of these locations are dedicated to service the wholesale industrial products finishing market with liquid and powder products.

OEM products finishing applications supplied and supported by Sherwin-Williams Chemical Coatings Division are:

- Automotive under hood
- Coil & Extrusion Building Products
- Electronic Enclosures
- General Metal Finishing
- Heavy Equipment
- Kitchen and Vanity Cabinets
- Metal & Wood Office Furniture
- Wood and Composite Building Products

Our success, over the years, has been linked to our responsiveness to our customers. As an innovative company, we listen to and respond to our customers' needs and initiatives.

For more information, please contact your local Sherwin-Williams facility using the Facility Locator located on the home page.

II. CHEMICAL COATINGS DIVISION MISSION STATEMENT

Our Mission...

For over 140 years, manufacturers have trusted Sherwin-Williams for innovative coatings and exceptional service. And you can count on us for the expertise and the support you need to get better results, from start to finish.

Our Motto...

“For A Better Finish. Ask Sherwin-Williams™”

III. STRATEGIC MARKETS

The Sherwin-Williams Company, Chemical Coatings Division enjoys a leadership position in several key industrial products finishing markets. These are markets that we have serviced for many years:

- Building Products
- Heavy Equipment
- Electronics
- Furniture
- General Metal Finishing
- Kitchen Cabinets
- Military

Products and resources supporting these strategic markets are among the best in the products finishing industry.

For more information, please contact your local Sherwin-Williams facility using the Facility Locator located on the home page.



IV. CHEMICAL COATINGS DIVISION SUPPORT CAPABILITIES

The Sherwin-Williams Company, Chemical Coatings Division, is a major supplier of OEM product finishes with sales exceeding 563 million dollars annually.

Major applications supplied and supported by the Chemical Coatings Division are the automotive under hood, coil coated building products, wood building products, kitchen cabinets, heavy equipment, metal and wood furniture, medical and electronic enclosures, and the general metal market.

Strategic Accounts Organization

The Strategic Account Group has been utilizing Strategic Account Managers and support personnel in order to direct their efforts at specific markets and customers of global scope.

Currently, a group of Strategic Account Managers dedicates their efforts towards total service of specific global accounts. Through close communication with customer facilities, their emphasis is coordinating sales and service activities as required by the account.

Field Sales & Technical Service

Over 200 sales and marketing personnel and more than 100 technical service representatives make up the Sherwin-Williams Company, Chemical Coatings Division market.

Field Sales efforts are conducted from the over 90 dedicated Chemical Coatings blending and service facilities, and supported by regional laboratories located at each manufacturing facility.

When necessary, Dedicated Technical Service Representatives are assigned to specific accounts or markets. Each representative has extensive liquid or powder application expertise.

Manufacturing & Distribution

Sherwin-Williams Chemical Coatings products are manufactured at facilities located in: Arlington, TX; Columbus, OH; Greensboro, N.C.; Grimsby, Ont., Canada; Ontario, CA.; Rockford, IL; Spartanburg, S.C. and Shanghai, China. Each facility has an in-house laboratory to service production and product development needs.

Sherwin-Williams presently operates six state-of-the-art National Distribution Service Centers located in Orlando, FL.; Effingham, IL; Waco, TX; Fredericksburg, PA; Reno, NV; and Morrow, GA. that are responsible for the distribution of manufactured and associated products to our Facility locations. This distribution network, which includes Sherwin-Williams' transportation fleet, Contract Transportation Systems (CTS), provides an efficient logistical service.

The location of Sherwin-Williams' combined 100+ manufacturing plants, warehouses and Designated Service Facilities allow for just-in-time shipments to our customers, independent of shipment size. Sherwin-Williams is presently involved in JIT programs with many corporations that have specific inventory and delivery requirements.

Technical

The Chemical Coatings Division technical organization is committed to supplying quality products to our customers. Established technologies and product lines are maintained and improved upon and new products are developed to meet the dynamic changes of environmental restrictions placed on the products finishing industry.

The Chemical Coatings laboratories are focused on the development of eco-friendly solvent, waterborne and powder technologies. Many product innovations have been introduced and are currently being sold for a variety of end uses.

Our Research Laboratory located at the A. W. Steudel Technology Center in Chicago, IL, the Global Wood Laboratory in Greensboro, N.C., and the Building Products Laboratory in Columbus, OH supports liquid coating products.

The Powder Coating Research and Development Center is located in Arlington, TX. Satellite manufacturing laboratories provide regional support and product formula modifications.

The Chicago A.W. Steudel Technical Center and the Arlington, TX. R&D laboratory are responsible for resin development, product development, production scale-up, and quality control. Additionally, they provide formula batch tracking support to insure batch-to-batch product consistency.

Value Added Services:

Design Engineering Group

The Design Engineering Group offers an assortment of technical services to Sherwin-Williams customers in an effort to help in achieving manufacturing sustainability goals. The list of services includes:

- Complete finishing line audits to identify efficiencies.
- Process/Coatings/Energy Costs - Computer program designed to cover various coatings and coatings processes.
- Systems Design assistance including process and applications apparatus selection.
- Paint line dirt evaluation to determine source or sources of dirt in paint films.
- Information on EPA regulations, hanger cleaning, robotics, spray booth airflow analysis, complete computer aided drafting and finite element analysis.

The Design Engineering Group also operates and maintains a customer application lab, which is fully equipped with manual and automatic, non-electrostatic or electrostatic equipment. Operational equipment consists of reciprocating automatic equipment such as guns, bells, and disks, plural component metering equipment, various manual spray apparatus, and a Class 100 clean room. Design Engineering Group also continually evaluates new application methods for production feasibility.

Color Laboratory

The Color Laboratory and Service Group is located in Cleveland, OH and serves the needs of our domestic and international Chemical Coatings customers. This is done through focus of our 90+ dedicated Chemical Coatings Service Facilities; our manufacturing plants and select customers, on a direct basis. The lab offers support on all color and color related matters. The group is involved in a wide variety of initiatives and service projects.

- Computer Color Matching Systems (Training and Support)
- Database Preparation and Generation for color matching system
- Color Technology Education
- Software Development/Modification/Maintenance
- Color Standards Maintenance (use of freezers, etc) and Distribution
- Color Equipment Calibration & Maintenance
- Color Standards Audits (relative to ISO Conformance)
- Specialty R&D Projects (Wood, Paint, Powder)

Currently the Color Lab supports Computer Color Matching Systems at many customer locations.

- Sher-Wood Stain Matching Program

The Sherwin-Williams Company, Sher-Wood® Stain Matching Program provides an opportunity for customers to both take advantage of our exclusive color library and develop their own. Our exclusive color matching stain software, Stainware™, assists the user in meeting tight deadlines and reduce production costs by providing color match consistency batch after batch.

Global Color & Design Group

The Chemical Coatings Division Global Color & Design Group is an organization of industry professionals specializing in the development of customized finishing systems. Sherwin-Williams Global Color and Design Group employees are active members of the Color Marketing Group (CMG), an international organization of color professionals representing all markets from automotive to fashion.

Located in Greensboro, N.C., the Global Color & Design Center, houses professionals that work with major OEM's and global companies to assist in creating systems to meet their specific appearance and processing needs. Working directly with qualified customers and in coordination with Sherwin-Williams sales, technical and marketing staff, this group provides the following services:

- Forecast colors and identify trends for select industries.
- Design custom finishing systems within customer capabilities.
- Work closely with customer designers, color stylists and marketing professionals to create successful product introductions.
- Formulate coatings and materials for Fine Furniture applications.
- Assist in establishing multiple-step processes that meet specific appearance requirements and standards.
- Assist customers in color decisions.
- Evaluate existing color palettes and suggest new introductions; including color names and placement in the palette
- Assist in developing custom color cards

V. Asian Market Solutions

Many of our North American customers now have operations located in the Asia Pacific area including Malaysia, China and Taiwan. We understand our customer's global objectives for locating there, and their goals. Along with our commitment to the North American products finishing market, we have established operations in Asia, beginning in China. Sherwin-Williams Chemical Coatings Division has a facility in Dongguan and a plant in Shanghai.

We are responding to our customers' needs and industry trends by investing in the necessary human resources, equipment and facilities in order to serve them. We are poised to provide products finishing solutions in Asia.

Sales and Marketing

Dedicated Chemical Coatings Sales Representatives are the primary contact point and serve the customers. Representatives specialize in product applications, and product substrates such as plastic electronic enclosures, wood and metal furniture and wood and metal building products.

Technical

The manufacturing and dedicated service facilities have technical staff to formulate and modify products. Technical Service is provided by sales representatives and designated technical service representatives.

Manufacturing & Distribution

Liquid and powder coatings manufactured in Shanghai, China are distributed to customers through the Chemical Coatings Service Facility in Dongguan. In addition, this Facility has the capability of modifying liquid coatings for color, gloss and viscosity to serve the wood furniture and electronics markets.

VI. CUSTOMER SERVICE

Customer Service is provided to our customers on two levels, our centralized Customer Service Department, and our regional Chemical Coatings Facilities located in the United States, Canada, Mexico and China. Depending on individual customer requirements and objectives, one or both of these services is utilized.

Chemical Coatings Facilities

These strategically located facilities (80+) serve as the primary contact point for all products and service-related needs. Specifically, they

- Work closely with customers and with the Customer Service Department to forecast customer product needs.
- Maintain inventory on forecasted products for customers in their region.
- Provide complete order management including order handling, coordinating shipments, order tracking and invoicing.

Chemical Coatings Customer Service Department

This department is a dedicated service group located in Cleveland, Ohio. Their role and function are:

- To serve as a liaison between the manufacturing and distribution sites and our customers.
- To supply daily batch status and shipping information using state-of-the art tracking systems.
- To provide complete order management including order handling, coordinating shipments, order tracking and invoicing.
- To offer added services such as Collaborative Forecasting, Vendor Managed Inventory and EDI.

VII. E-COMMERCE

The Sherwin-Williams Company's Sher-Link website, www.sher-link.com and the Sher-Link Team provide a secure; Internet based procurement and billing format for national and global accounts.

The following electronic systems are in place and provide a variety of different advantages, based on customer need.

Sher-Link:

- Makes doing business together easier for web based customers
- Provides added value and reinforces our commitment to electronic technology
- Allows for flexibility in interfacing with specific customer platforms
- Provides service oriented expertise and advice

Value Added Networks (VANS)

Electronic Data Interchange (EDI)

eXtensible Markup Language (XML)

VIII. SHERWIN-WILLIAMS QUALITY COMMITMENT

The Sherwin-Williams Company has established a vision statement and quality commitment (policy), which states: "We commit to seek out the expectations of our customers and to consistently meet and exceed those expectations through our service, products and attitudes."

The Sherwin-Williams Company, Chemical Coatings Division is likewise committed to these values. Our involvement and accomplishments for earning Quality certifications is evidence of our ongoing commitment to quality and continuous improvement. This is evident in that the entire Chemical Coatings Division, including the Headquarters site, the Supply Chain, Manufacturing and Research & Development, is certified to ISO 9001:2000 standards.



Manufacturing

The plants are responsible for the manufacture and often, the distribution of our coating products. Our manufacturing facilities are located throughout the United States and Canada.

We have 7 manufacturing sites, all of which have achieved ISO Registration 9001:2000. Sherwin-Williams registrar is QMI (Quality Management Institute). The locations of the plants is as follows:

Liquid Plants

- Columbus Paint Plant; Columbus, OH.
- Greensboro Paint Plant; Greensboro, N.C.
- Shanghai Paint Plant, China

Powder Plants

- Arlington Powder Plant, Arlington, TX.
- Grimsby Powder Plant, Grimsby, ON, Canada
- Ontario Powder Plant, Ontario, CA.
- Rockford Powder Plant, Rockford, IL.
- Spartanburg Powder Plant, Spartanburg, S.C.
- Shanghai Powder Plant, China

The Chemical Coatings Research and Development Laboratory in Chicago, IL. Is also registered by QMI to ISO 9001:2000.

Product Quality Assurance

Sherwin-Williams assures batch-to-batch consistency. This consistency is maintained through each manufacturing facility's participation in several activities:

- Detailed Materials Management Process
- Defined Manufacturing Process
- Established Process Measurable
- Continual Training
- Continuous Improvement

In the Detailed Material Management and Manufacturing Process, all product formulas have specification ranges within which products must be produced. Sherwin-Williams utilizes generally accepted test methods and calibrated paint testing equipment for the coatings industry in all quality control laboratories as well as the development laboratories.

All batch test results are documented and maintained and are available for customer review.

Six Sigma

The Chemical Coatings Division has implemented a Six Sigma initiative in support of the Sherwin-Williams corporate Operational Excellence program and other established product quality programs

Six Sigma is a methodology for pursuing continuous improvement. Utilizing this process for defining, measuring, analyzing, improving and controlling our business, our manufacturing and service facilities will be prepared to identify areas for improvement and implement necessary process or procedural changes.

This is a significant commitment in resources that will result in improvements in service and quality to our customers for years to come.

IX. SUMMARY

The Sherwin-Williams Company, Chemical Coatings Division is committed to the products finishing industry and strives to be a valuable supplier and resource for our customers.

From our expansive distribution and multiple manufacturing locations, to our experienced sales and technical service professionals, and quality-formulated products, we offer a high value supply relationship. By listening and responding to your specific product, service and performance needs, we are confident in making the claim that....

“For A Better Finish. Ask Sherwin-Williams™”

