









## QUALITY POLICY

SVF Flow Controls has established a standard of quality for our products and services to satisfy the requirements of ISO-9001-2000 and our customers. To ensure compliance, it is the policy of SVF Flow Controls, through senior management, to emphasize Quality Assurance in all aspects of the business including; material procurement, material handling, fabrication, inspection, testing, certification and shipping. The emphasis of SVF is to ensure early or on-time delivery by holding large inventories of semi-finished and finished components awaiting final assembly and testing.

The Quality Policy and system are defined in the Quality Assurance Manual, which is supported by a series of departmental procedures and work instructions, and all employees are responsible for adhering to the requirement of the system as spelled out in these documents.

*The QA policy goals include:*

-  Measurable customer satisfaction
-  Minimize product rejects in producing defect-free products
-  Initiate action, which results in solutions to problems.
-  Use the QA system to create a database from which to measure our performance and improve upon it
-  Apply resources to enhance communication within and without SVF.
-  Continually seek and assess new vendors to ensure competitive costs while retaining high quality.

All employees are required to support the QA Manager in this responsibility.

## SVF FLOW CONTROLS MISSION STATEMENT

***Our mission is to achieve global leadership in fluid control technology for the process industries, through the innovation and involvement of customers, employees and suppliers and by providing flow control products and services of the highest quality and value.***

