



SVF Flow Controls, Inc. has established a standard of quality for our products and services to satisfy the requirements of ISO 9001:2008 and our customers. To ensure compliance, it is the policy of SVF Flow Controls, Inc., 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 finished and semi-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 actions which result 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 outside of SVF
- ✓ Continually seek and assess new vendors to ensure competitive costs while retaining the highest of quality

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