

KVC UK Ltd. Quality Policy

KVC's prime objective is "Customer Satisfaction". From KVC's Top Management downwards, KVC continually strive to supply to our customers, valve products and services of the utmost integrity. KVC is totally committed to achieving customer satisfaction and consistently aim to demonstrate to our Customers', the KVC pledge to product quality.

KVC as a committed quality operation, have in place, a comprehensive training program which ensures that all personnel are trained, qualified, competent, and thus, are capable of implementing their individual responsibilities effectively to ensure KVC consistently meet customer requirements in conformance to, statutory and regulatory requirements as it applies to the KVC product and business.

KVC actively strive to meet and exceed the expectations and needs of all interested parties both internally and externally, e.g. Customers, Employees, Stakeholders, Statutory and Regulatory Bodies, Suppliers etc by understanding the strengths, weaknesses, opportunities and threats of the aforementioned and how these can impact the delivery of products and services. In addition, the Company have identified internal and external issues relevant to the Company and how changes to these can impact the Company. This is continuously reviewed and monitored via the management review process.

The achievement of continual customer satisfaction and repeat business is managed through, commitment from KVC's Top management; quality objectives, continuous improvement; employee development; employee recognition; social responsibility and, through the implementation of a fully documented management system that meets all statutory and regulatory requirements in relation to the following standards and specification:

- **API Q1 (Latest Edition) API 6D (Latest Edition)**
- **ISO 9001:2015**
- **Pressure Equipment Directive, PED 2014/68/EU**
- **SIL IEC 61508:2010 Parts 1-7**

KVC recognize that quality is achieved by conscious effort from all members of staff to continually improve the effectiveness of the quality management system and how that relates to the quality of product supplied to our customer.

Compliance with the requirements of KVC's quality management system is mandatory for all staff. All KVC staff are accountable and responsible for ensuring that best practice is applied at all times and that, commitment to quality is fully realised by all KVC staff.

All KVC staff are authorised and encouraged to initiate action, identify and record problems, recommend and implement solutions pertaining to improving the effectiveness of KVC's quality management system, (with the aim of ensuring that), non-conformances are analysed to determine their cause and are effectively prevented and corrected. This is achieved through individual employee accountability and ownership, effective communication, KVC initiative, corrective and preventative action processes and other related activities.

KVC actively encourage the adoption of high quality principles in line with ISO 9001:2015 by suppliers (and where applicable), initiate improvement in practice which aligns supplier processes to that of KVC.

KVC's quality management system is capable of demonstrating through objective evidence:

- KVC's commitment to control the quality, design and manufacture of valves produced by KVC, in order to comply with statutory and regulatory requirements, as well as, recognized national and international manufacturing standards and best practice.
- KVC's conformance to Customers' requirements.
- KVC's quality policy is approved by KVC's Top Management and forms the basis for the development of KVC's quality objectives.
- KVC's commitment to continually improve the effectiveness of KVC's quality management system relative to the KVC valve manufacturing operation.

KVC ensure that, this policy is communicated, understood, implemented and maintained at all relevant functions and levels within KVC, as well as ensuring that this policy is communicated to internal and external interested parties, (as appropriate) and is compatible with the strategic direction of the Company. This policy is approved by Top Management and reviewed on a regular basis during the KVC annual management review.

Date: 24/01/2018

Name/Signature: 

Position: Managing Director

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| Form No. Qadoc077 | Document Title: Quality Policy | Date Issued: 03/07/16 | Prepared By: Ryan Docherty | Approved By: Richard Docherty |
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