

Quality Manual ISO 9001 Uncontrolled when printed	Title: Oliver quality manual in accordance with ISO 9001	Section: QM9001	Rev: 12
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Date Effective: 28 th March 2002	Date revised: 3 rd April 2018	Revisions to this manual are detailed at the rear of the document.	
Originated: Date: P. Rafferty 03/04/18	Checked Date: P. Shillito 04/04/18	Authorised:	Date: A. Twiss 04/04/18

Quality Policy

Oliver Valves Ltd.

Oliver Valves Ltd. has established high quality standards for our growing valve product range for the following industry sectors: oil & gas, water, power generation, chemical & petrochemical. *Oliver* provides a level of performance, which both protects & enhances the company's reputation, & at all times aims to exceed our customer's expectations & satisfy their applicable requirements.

The ultimate responsibility for the Quality Management System (QMS) rests with the Chairman & Deputy Chairman. This responsibility is delegated to the company's Group Quality Manager, who is accountable for the maintenance & continual improvement of the ISO 9001 registered QMS.

It is the Senior Management's objective to provide products & services that are designed & manufactured to fulfil our customer's requirements. This is accomplished through satisfying the applicable requirements of the QMS, continual improvement activities & business objectives, which are established annually & monitored within the management review.

It is the Senior Management's intention to ensure, as separate organisations; the following key aims & objectives form an integral part of the company's ongoing strategy for quality & continued business development;

1. **Supplier management:** Through supplier partnerships; with strong relationships built on trust & respect. The aim is for a defect free supply with an exceptional on-time delivery performance.
2. **Customer's expectations:** We aim to supply products & services that exceed our customer's expectations, which are delivered in a timely manner & correct to the contractual requirements.
3. **Increased efficiency:** By providing greater accountability, identifying job functions & team work, it is our intention to increase internal efficiency. Through the involvement of employees & effective communications, shop floor awareness via a Team Leader concept & inward investment in our capability & capacity to assemble, test & develop our current & future products.
4. **Sustainable growth:** By continuing to provide market leadership through new product developments combined with our worldwide distribution network.
5. **Training:** By understanding & responding to the training needs of all employees we aim to involve, empower & motivate them & increase their overall awareness of all aspects of our business.
6. **Obligations to statutory legislation:** It is the Company's obligation to meet with all statutory regulations applicable to the manufacture of valves, notably the Pressure Equipment Directive 2014/68/EU.
7. **Product development & strategies:** It is our ongoing commitment to be a leader in our field for the development of new & innovative valve related products to applicable standards & design codes.

The Group Quality Manager has over-riding authority of any production or management operatives & at any time should it be deemed necessary will stop production & authorise the re-inspection or re-evaluation of reject products.

This Policy statement is reviewed annually at the Management Review meetings. A copy of the policy is available to personnel via the intranet (company library), & is made available to interested parties via the company website & when requested.



Mark Oliver,
Deputy Chairman,
Oliver Valves, Oliver Valvetek & Oliver Twinsafe Valves Ltd.

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Oliver Twinsafe Valves Ltd.

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Oliver Valvetek Ltd.

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