

Quality Policy Statement

Swagelok London is a leading supplier of high-performance fluid system components and related services for use in applications where reliability and safety are paramount. Our values guide our actions to understand the needs of our customers and act on them to fulfil their requirements ensuring we meet their expectations sustainably and profitably by promoting efficiency to satisfy the needs of customers and all other stakeholders.

Our Quality Policy is enacted through the Quality Management System and informed by the Strategic Plan. To meet this requirement we have established an effective Quality Management System (QMS) following the requirements defined in ISO 9001:2015, Swagelok Quality System-Distributors (SQS-D), relevant legislation, technical standards and safety standards as applicable.

Swagelok London's Leadership Team (LT) and Business Unit Leaders (BUL) take accountability for the effectiveness of the QMS and are committed to achieving this by monitoring, evaluating and measuring quality across the enterprise, using data and seeking structured feedback from customers and other stakeholders to identify opportunities to improve in order to consistently do things better.

Our objectives are to:

- Strive for Zero Customer Disappointments by:
 - Reducing the number of Cases and credits raised
 - Implementing effective corrective actions to avoid repeat errors by ensuring LT and BUL are competent in using Disciplined Problem Solving and root cause analysis
 - Establishing a robust risk assessment process to identify the highest risks to protect our reputation, brand and all stakeholders
 - Maintaining data to measure the effectiveness

Specifically, our QMS will:

- Align with purpose, context and Strategic Goals and Initiatives;
- Help create structures and establish resources to get desired results;
- Create supporting policies, procedures, and tools;
- Select, define, and standardize quality measures across the business;
- Allow Business Unit Leaders to establish the performance targets for enterprise-wide improvements to QMS;
- Enable reporting of quality measures at least quarterly;
- Use measurement and data to promote a culture of quality;
- Sustain and demonstrate an effective and efficient corrective actions process;
- Provide a framework to review existing and, where appropriate, set new quality objectives at least annually to maintain suitability;
- Promote process approach and risk-based thinking;
- Ensure each staff member is briefed on the QMS, their role within it and has the tools and training to meet our quality objectives;
- Ensure roles, responsibility and authority is well-defined and communicated across the company

Full details of the processes and procedures of the Swagelok London QMS are included in the Company Quality Manual.

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