

	Quality and Business Planning Procedure	Document	PPR-QS4-02
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1.0 **Purpose:**

The purpose of this procedure is to assure that our PVF Business Plan, Strategic Plan, quality system and quality objectives are in alignment with each other and with Swagelok's quality objectives.

2.0 **Scope:**

This procedure is used to guide business decisions in accordance with and in synchronization with the Strategic Plan; the Distributor Operating Plan and the Quality Policy.

3.0 **Responsibilities:**

3.1 PVF President is responsible for developing and communicating the Quality Policy and ensuring the PVF Quality Policy is reviewed for suitability. This review will occur at least annually during Strategic Planning meetings.

3.2 PVF President is responsible for generating the Distributor Operating Plan (DOP) in cooperation with Swagelok. The DOP is reviewed at least three times annually.

3.3 PVF President is responsible for coordinating the development, communication and implementation of the PVF Strategic Plan.

3.4 PVF Management is responsible for ensuring that the PVF management system is effective and maintained. Business measures are defined and performance against these metrics is tracked, communicating our quality initiatives to PVF associates and to Swagelok.

4.0 **Definitions:**

4.1 Quality Policy: Commitment to meet customer requirements and to continuously improve our quality system effectiveness.

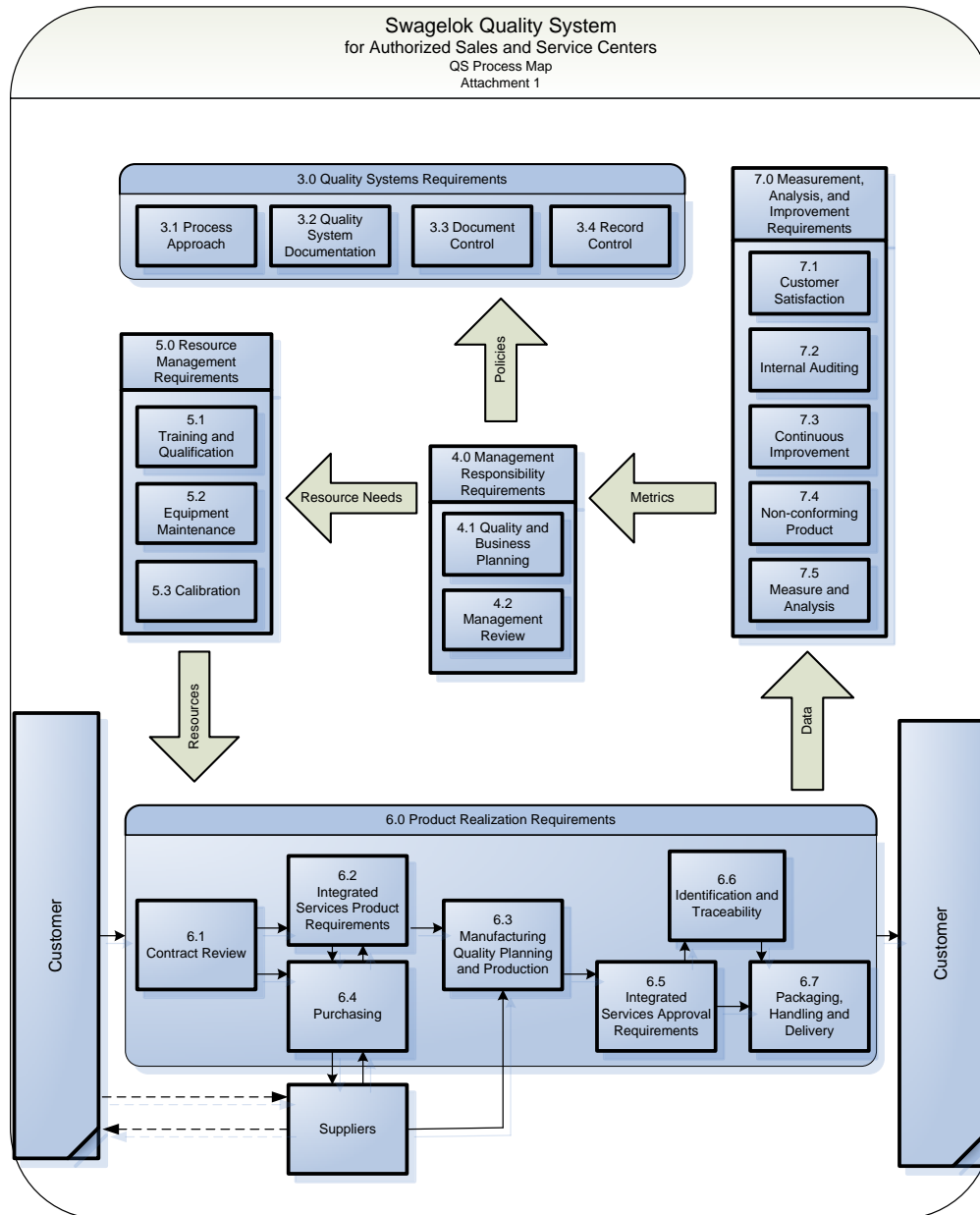
4.2 Distributor Operating Plan: Annual business plan requested by Swagelok outlining sales objectives, financial objectives, team development objectives and quality objectives for the year.

4.3 Strategic Plan: A formal plan developed by representatives of all company departments that reflects the values and vision of the organization, affects change and modification in product or service offerings, and clearly defines the measures of successful implementation in sync with the Distributor Operating Plan.

4.4 PVF Management: The President and his supporting department managers.

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5.0 Process Flow:



6.0 Process Requirements:

6.1 Our Quality System is developed in conjunction with our overall Strategic and Distributor Operating Plan. We review this plan at least once a year. Our quality objectives and projects are selected to best fit with improving customer satisfaction and our overall strategic plan.

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6.2 Every year PVF President prepares a Distributor Operating Plan. This plan, as formatted by Swagelok, outlines our strategy to grow revenue, improve our operations and develop our people. Our plan is, as much as possible, in alignment with Swagelok's strategic initiatives.

6.3 In addition to the Distributor Operating Plan, PVF Management also develops a Strategic Plan specific to Pittsburgh Valve and Fitting Co., our markets, our competitors and our five-year vision. This plan is developed with the input of all disciplines within PVF and facilitated by a professional outside third party facilitator. It is reviewed three times annually by all those who participate in its development.

7.0 **Reference Documents:**
SQS QM – 4.1

8.0 **Records:**
DOP record
Strategic Plan

9.0 **Revision History:**

<u>Date</u>	<u>Rev #</u>	<u>Nature of Change</u>	<u>Approval</u>
09.08.2015	00	Initial issuance	SG
12.05.2015	01	7.0 Delete reference to ISO9001:2000	JK