

SWAGELOK MANCHESTER

QUALITY POLICY

Our mission is to help our customers succeed by providing high performance fluid system products & services supported by responsive and knowledgeable people. In doing so, the Quality Policy of Swagelok Manchester is to continually meet and exceed the requirements of customers in respect of quality and reliability at all times. This policy covers both products and services.

To meet this requirement the company has established an effective Integrated Management System (IMS), that is structured to meet the requirements defined in **ISO 9001** and **SQS-D** (Swagelok Quality System – Distributors).

The procedures described in the documented IMS relate to all products sold, whether in component form or as assemblies.

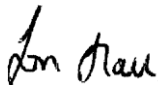
Establishing and reviewing Swagelok Manchester strategies, objectives and targets relating to IMS, will be through Management Review meetings.

Customer complaints will be acknowledged by return of goods and investigated in a timely manner. The customer will be notified of the person dealing with the issue and will be kept informed of our progress. Customer satisfaction will be recorded at the end of the process.

We are committed to the full and effective working of the IMS including continuous improvement. Everyone in the company is responsible for applying the requirements of the system in the execution of their role. Continuous improvement begins with our focus on service levels and target customer satisfaction ratings in line with Swagelok's expectations. We also continually review our processes and procedures to ensure they meet the needs of our business, customers, associates and other stakeholders.

Swagelok Manchester manages all the processes necessary to ensure products and services conform to customer requirement, ensuring the IMS is implemented, maintained and regularly developed as necessary.

Full details of the processes and procedures of the IMS are contained in the company Management System Manual.



Jon Hall
Managing Director
Swagelok Manchester
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