



Quality Policy

Glenfield Invicta Limited is dedicated to the quality policy that will ensure that its valve and ancillary equipment services fully meet the requirements of its clients at all times. The goal of the company is to achieve a high level of client satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realizing that goal.

Glenfield Invicta Limited believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in its design, installation, support, quality and safety. Ensuring that legal obligations and commitments are maintained.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our clients.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying client requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined, and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

We are all committed to operating continuously to this standard and we will maintain the necessary Quality Approvals consistent with our client requirements.

Paul Boyden, Managing Director

Date: 11 April 2024

Policy Review Date: 11 April 2025