

FJ holdings ltd

**Incorporating Industrial Valves Limited, Industrial Penstocks Limited and
Industrial Pipeline Solutions Limited**

QUALITY POLICY



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Quality Policy

It is the objective of F J Holdings Ltd, trading as Industrial Valves Ltd, Industrial Penstocks Ltd and Industrial Pipeline Solutions Ltd to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve the service that we provide.

The scope of this policy is the design, supply and commissioning of water control valves, penstocks, flap valves and pipe work and other associated equipment for use in the water, sewerage, maritime, power, process and allied industries

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2008.

In particular, the management will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes
- Monitor customer satisfaction and set objectives for continuous improvement
- Analyse the causes of any complaint and take appropriate action to prevent recurrence
- Ensure the availability and competence of the support resources for the core processes
- Ensure that the company provides its services to all clients equally, without discrimination on the basis of colour, race, nationality, ethnic or national origin
- Provide the necessary work environment to ensure the well being of our employees and visitors
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated
- Ensure that all employees are aware of our Quality Policy and committed to the effective implementation of our Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work

Signed on behalf of the Board of Management:

A Williams

Position: Group Managing Director

4th January 2016

Review 4.1.2017