

SHEQ-PO-01.3 Quality Policy

Glenfield Invicta Limited is committed to ensuring that our valve, penstock and ancillary equipment services consistently meet client requirements, aiming for the highest level of client satisfaction. We are dedicated to implementing effective managerial and operational systems to achieve this goal.

We believe in fostering a collaborative relationship with our clients and suppliers, continually striving for improved design, installation, support, quality, and safety, while adhering to all legal obligations.

Our quality policy is founded on three core principles:


1. Fully identifying and meeting client needs.
2. Analysing service processes to identify and eliminate potential errors.
3. Ensuring all staff understand their roles and perform their duties correctly the first time.

To successfully implement this policy, our staff are responsible for identifying client requirements and following the correct procedures to meet them.

Objectives to meet this policy and ensure continuous improvement will be set, reviewed, and monitored during Management Review.

The principles and objectives of this quality policy will be communicated to all staff and made available at all times. Training will be integral to achieving these objectives.

We are committed to operating under a Quality Management System that conforms to ISO 9001:2015, integrated with our other management functions. We will continuously adhere to this standard and maintain the necessary quality accreditations to meet client requirements.


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Paul Boyden, Managing Director

Date: 24th April 2025

Policy Review Date: 24th April 2026

Document Title	Quality Policy	Document Number	SHEQ-PO-01.3
Author	Iain Johnstone	Version Number	1
Approved for Authorisation by	Paul Boyden	Approval Date	24/04/2025