

# QUALITY POLICY

## FLowsERVE SIHI (Spain)

We deal with our customers in a reliable and competent manner at all times to win their long term confidence

Customer orientation

Our employees

Our staff is a team and teamwork is the basis of our success. We assist our employees in understanding, implementing and developing our quality policy and targets, whilst providing safety, health and environmental protection, together with relevant training and provision of adequate resources. Compliance with all legislative and regulatory requirements.

Targets involve topics such as Customer satisfaction, delivery performance and resolution of complaints. Targets can be accurately measured to make an objective assessment of the success achieved.

Objetives & KPI's

**We are committed to providing quality service and products with meet or exceed the expectations of our customers and regulatory requirements supported through Operational Excellence**

Cooperation with suppliers

The quality of our products also depends on successful cooperation with our suppliers. We utilize the experience of our suppliers and develop partnerships with them.

It is our aim to detect and eliminate actual and potential causes of failure. Prevention of erros takes priority over the elimination of immediate erros and/or product malfunction

Fault prevention



Scott Rowe  
President and Chief Executive Officer

October 10, 2017

Leadership

We motivate staff through exemlary behaviours and open communication. Employees shall feel that their contribution is needed and appreciated.

The sucess of our business depends on the contnual improvement of our products, services and internal processes. We satisfy our customers' needs, including their future requirements.

Continuos improvement



Veronica Dolç

Plant Manager, Flowserve Pozuelo Plant, Spain

May 11, 2018 1