

ALBION

**Quality
Policy**

It's all at Albion



Commitment to Quality

Albion Valves (UK) Ltd believes that quality is integral to all our working practices. We believe that it is critical to the success of our business. The key elements of our approach to quality are based on the following quality principles:

Customer focus

Albion Valves (UK) Ltd understands that we depend on our customers and is committed to supplying them with high-quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

Leadership

Albion Valves (UK) Ltd's directors, management and staff are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

Engagement of people

Albion Valves (UK) Ltd aims to recruit and retain highly motivated, competent people. Our people are seen as our most important resource and key to the future success of our business activities. We encourage their full involvement to develop their abilities for the benefit of both the individual and the company.

Process approach

Albion Valves (UK) Ltd will manage our activities and associated resources as a series of planned processes to produce the right product at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System that meets the requirements of ISO 9001:2015.

Improvement

Albion Valves (UK) Ltd is committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement.



Evidence-based decision making

Albion Valves (UK) Ltd will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our key internal processes.

Certification

Albion Valves (UK) Ltd's Quality Management System is externally audited by United Registrar of Systems Ltd and has been certified as meeting the requirements of ISO 9001:2015 for Quality Management Systems.

This policy is approved by Albion Valves (UK) Ltd's Board of Directors.



About Albion Valves (UK) Limited

Albion Valves (UK) Limited has been in the industrial heating and valve market for over 40 years, with this comes a wealth of knowledge and expertise that allows us to support our network of independent distributors and their customers.

Albion aims to supply a readily available, complete, quality valve solution alongside excellent cradle-to-grave support and service.

That is why we say, 'It's all at Albion'.

Quality

Whatever you need, you can rest assured that if it comes from Albion it has been designed and manufactured to deliver optimum performance and is accredited with the necessary approvals. Our in-house quality and technical departments are always on hand too!

Service

Our cradle-to-grave approach means you will never be on your own. Whether you need assistance with your system designs, an industry-leading turnaround time on your quote, or some help with commissioning after installation, we have a team to help!

Delivery

We know that time is money, and when a priority project depends on a part, you can trust Albion to deliver. We deliver 95% of products the next day with 99.98% accuracy!

Choice

We may have started with a single brass ball valve, but our range has grown substantially since and we can now offer a full building services valve solution, alongside a comprehensive range of valves for the industrial and process markets.

It is becoming more and more apparent to the industry, that it really is, all at Albion.