

# Swagelok Quality System Guide

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*The Customer Guide to Swagelok's Quality System*



## Introduction

We have created a Quality System to ensure that all members of our Swagelok team are upholding our core values. We seek to provide high quality products and services, while continuously looking to improve and satisfy our customers. This is a quick glance at how our quality system impacts our product and relationships with our customers.

## What are Our Core Values?

- **Customer Focus**
  - We know how important customers are to our organization; therefore, everything we do at Swagelok focuses on improving our customer service and relationships.
- **Integrity**
  - We value honesty in our relationships with our customers and seek to maintain integrity in our products as well.
- **Quality**
  - We desire to provide our customers with products that are of the upmost quality and exceed their expectations.
- **Continuous Improvement**
  - We are always seeking out opportunities for change and improvements in each of our processes.
- **Respect**
  - We are committed to creating a culture where people are trusted, listened to, learned from, and feel as though their voice is important.
- **Innovation**
  - We believe in implementing new ideas to change how the world works.



## What is a Quality System?

- A quality system is a comprehensive strategy of managing processes that make up an organization.
- It establishes a framework for all the work being done and has been integrated into all aspects of the organization to ensure effectiveness.
- The results are higher levels of control, consistency, and a plan designed to allow for continuous improvement.



## How Swagelok Maintains Its High Quality

### Approved Suppliers List

Whenever an order requires a third party product, it is of great concern to us that our quality is not being compromised. In order to ensure all of the products we sell meet our standard, we have created an Approved Supplier's List that contains all the selected and qualified suppliers that have met our requirements. These suppliers will be periodically evaluated on their ability to meet our standards and will give both us and our customers more confidence in the final product.

## Auditing

We value auditing as a primary tool of management to determine the effectiveness and suitability of the quality system. And because of this, all of our procedures are audited regularly to ensure quality is being kept and improvements are being made whenever necessary.

## Certifications

We, as an organization, value quality and know that quality can be affected by many things. One of the major ways we work to ensure quality is by requiring all of our personnel to complete the appropriate certification programs. The certification programs ensure that our workers are entirely capable of meeting our standards and producing high quality products and under no circumstances are workers allowed to perform a task without the appropriate credentials.

## Continuous Improvement

Continuous improvement is one of our six main values listed above and is involved in all aspects of our organization. These improvements will occur through the use of quality policies, quality objectives, audit results, data analysis, corrective action, and management review. We focus on being both proactive by carrying out preventative actions, and also, work to eliminate any non-conformities by implementing corrective actions. Even when looking back, we can see that our Custom Solutions department was a major result of our desire for continuous improvement in that, we wanted to provide new and innovative solutions for all of our unique customer needs.

## Policies and Procedures

Many of the policies and procedures within our organization share a similar process focused on achieving our top standards and continually improving. Once new processes are implemented, they are documented, managed properly, continually analyzed and reviewed, and, the results, recorded. When the process reveals ways to improve, those improvements will be implemented and the whole process will begin again. We've established this process in order to ensure upkeep on all of our individual policies and procedures and have seen the benefits of it over time.



## Conclusion

All that we do as an organization is focused on upholding our values and ensuring our customers are satisfied with their product. This document is just a quick look at some of the major areas we believe help to maintain our high quality and keep our customers satisfied, and we will continue to work to maintain our values and improve our standards as long as we are in business.

***\*for more information ask for a copy of the complete Swagelok Quality System document***