

## Scope

Servomex is a world leading manufacturer of Gas Analysers and Gas Analysis Systems, supported by our Global Service Network and Global Expert Solutions. For the latest products and services visit our website.

Servomex's Quality management system is certified to ISO9001:2015 at the UK Technical Centre HQ (Crowborough) and the US Technical Centre (Boston), all sections of the standard apply. For the full list of certifications visit the 'Quality Assurance' section on our website.

## Quality Policy

Servomex is a global business built on values, they underpin everything we are and everything we do. Our Values are: **Be true; Own it; Aim high**. To see our 'Code of Business Ethics' in full visit the 'Global Commitments' section on our website.

Servomex's Strategic Direction is focused on three areas of growth:

- **Customer Intimacy:** continuously collaborate with customers to solve their business challenges.
- **Operational Excellence:** stabilize and enhance manufacturing sites and develop effective business systems through SBS (Spectris Business System), based on lean manufacturing principles.
- **Reduced Complexity:** making it simpler to design, manufacture, launch, sell and support Servomex's product portfolio.

Servomex's Quality Objectives, internally defined as Core Value Drivers (CVDs), are fully aligned with the Servomex's Strategic Direction, and are continually measured and monitored by the relevant functions and periodically reviewed by the Senior Management Team.

Servomex's products and services are continually developing to solve our customers' needs whilst ensuring that all industry, statutory and regulatory requirements are met. For detailed information related to the compliance of our products and services visit the 'Resources' (e.g. product manuals, certificate manuals) and 'Product Compliance' section on our website.

Servomex is committed to drive continuous improvement initiatives and projects by applying the Spectris Business System (SBS), based on lean manufacturing principles.

Signature

Date

**Andy Cowan**  
(President)



30th March 2022