

QUALITY POLICY

Scope

Servomex is a global leader in Gas Analysis and Gas Analysis Systems. We enable change by using our expertise to empower our customers to deliver a cleaner, healthier, more productive world. Our worldwide influence is fortified by an expansive Global Service Network and comprehensive Global Expert Solutions. For the latest advancements in products and services, we encourage you to explore our official website www.servomex.com.

Our Policy

At the heart of Servomex's operations is a steadfast commitment to quality. This commitment is reflected in our [ISO9001:2015 certification](#), which extends across both our UK Technical Centre HQ in Crowborough and our US Technical Centre in Boston. This certification is all-encompassing, spanning every facet of our operations. For a comprehensive list of certifications, please refer to the '[Quality Assurance](#)' section on our website.

Servomex's Values

Embedded within our corporate fabric are our Values - Be true; Own it; Aim high. These principles resonate throughout every aspect of our endeavours. For a detailed view of our '[Code of Business Ethics](#)', we invite you to explore the '[Global Commitments](#)' section on our website.



Servomex's Strategic Direction

- **Customer Engagement:** 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 our product portfolio.
- **Foundational investment:** Within the constraints of the business, we will continue to make significant investments in people, facilities, products, technologies and routes to market.

These strategic pillars align with our Quality Objectives, and we measure our operational objectives through Core Value Drivers (CVDs). These drivers are intrinsically intertwined with Servomex's Strategic Direction. Their constant measurement and oversight fall under the purview of relevant functions, with periodic reviews conducted by the Senior Management Team. The evolution of Servomex's products and services is an ongoing endeavour tailored to our client's ever-evolving needs. This evolution occurs within the framework of industry norms, statutory requisites, and regulatory standards. For an in-depth understanding of our product and service compliance, we direct you to the 'Resources' section (including product manuals and certificate manuals) and the '[Product Compliance](#)' segment on our website.

Central to our ethos is an unrelenting pursuit of continuous improvement. This pursuit is channelled through the application of the Spectris Business System (SBS), firmly rooted in lean manufacturing principles. Through this commitment, Servomex actively propels initiatives and projects aimed at constant enhancement.

James Gravestock
President

1st February 2024