

# Commitment to Quality



We strive to provide the highest levels of quality to ensure customers are totally satisfied with our products.

This commitment means we:

- only work with the best suppliers
- undertake regular quality inspections
- deliver products that meet the highest global quality standards

This is not a box ticking exercise — we are only ever interested in the end game. By working closely with suppliers we are able to ensure every element of our products meets the exacting standards our customers rightfully expect from Invertek Drives.

## Quality Policy

This Quality Assurance System is based upon the requirements of ISO 9001 but has been designed to be sufficiently flexible to accommodate our Customer's specific needs.

It is the policy of Invertek Drives Ltd to provide our customers with products and services, which meet all their requirements, including applicable legal & statutory requirements and codes of practise.

The Quality Manual describes how the Quality Assurance Program of the company is structured to ensure conformance with our objectives and show how consistent and effective control is established and maintained.

Our business mission is to offer to our customers only those products and services that excel in today's market environment and can offer some added benefit in continuously improving our customer's profitability.

Responsibility for upholding this policy is truly Company-wide under the guidance and with the assistance of the Operations Director, who encourages the personal commitment of all staff to address quality as part of their skills.

The Company is committed to a system of continuous improvement, which is achieved by setting out measurable quality / process objectives at management reviews and assessing their effectiveness at subsequent meetings or at defined milestone stages.

**Invertek Drives Limited** Offa's Dyke Business Park, Welshpool, Powys, UK, SY21 8JF

**Tel:** +44 (0)1938 556868 | **Fax:** +44 (0)1938 556869 | **Email:** sales@invertekdrives.com

Registered in England No. 3504834 VAT Number GB 712854929

## Glyn Jones

Technical Director

### Quality in Purchasing

Our approved supplier network is expected to supply products and services to Invertek with zero defects.

We have invested heavily in supplier quality, helping suppliers to deliver on this expectation by undertaking regular goods-in inspections and audits to ensure consistently high quality and to identify areas where improvements might be made.



### Quality in Manufacturing

Invertek's 'Picture Perfect' philosophy aims to deliver the highest quality manufacturing environment.

This is achieved by continually assessing all aspects of our operation to identify if any improvements

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can be made and undertaking regular checks to ensure all of our products meet the high standards demanded by our customers.

Accredited Quality - Internationally recognised standards including ISO9001, ISO14001, UL, CE, DNV adhered to:

- Skilled people - Fully trained technicians supported by digital assembly guides
- Innovation - Continual product development programme
- Spot checks - 'Out of the box' inspections and despatch audits
- Swift action - Identified issues addressed immediately

From parts to finished goods — our continual commitment to quality means our customers can be confident that they are benefitting from products manufactured to the very highest standards, every step of the way.

### **Mike Dean**

Global Purchasing Manager