

We at SPP Pumps, Inc. USA and SyncroFlo, Inc. aim to provide products and services that continually increase levels of customer satisfaction, using processes that support our company's core values.

Quality Policy

SPP Pumps Inc. USA and SyncroFlo, Inc. are committed to delivering defect-free quality products on-time to meet or exceed our customers' and stakeholders' requirements. We are dedicated to the continual improvement of our customer service, products, and processes.

Quality Objectives

Our business performance will promote the following relevant objectives:

- **Safety and Environment**
We shall offer safe products and maintain a safe and healthy workplace with optimum environmental goals.
- **Employees**
We understand that people are our most important assets, so we commit to train, develop, motivate and communicate with all of our employees in support of our quality objectives, in a respectful and successful workplace.
- **Quality**
We shall develop and sustain a culture of competence and effectiveness with attention focused on meeting customer needs and expectations.
- **Improvement**
We shall pursue a policy of continual improvement through visible, measurable time-linked objectives, with the intent to meet or exceed customer requirements in all that we do.
- **Value**
We shall foster a culture of efficiency and best practices to provide high value performance and profits.

These objectives will be sought using a documented Quality Management System set out to meet the requirements of ISO 9001, and we will regularly review the outcomes.

The Quality Management System will be subject to reviews for continuous improvement. We shall benchmark ourselves against best practices seen in other companies, seeking to establish leading performance in the interests of our customers, employees, suppliers, other partners and our shareholders.



John Kahren
President, SPP Pumps, Inc. USA



Kim Blackwell
QMS Manager