

Quality Policy



West Control Solutions is committed to achieving sustained business excellence by integrating quality principles and methods into all we do at every level of our company to:

- Anticipate and meet customer needs and expectations, every time.
- Relentlessly and continually improve how we work - to deliver the world's best and most innovative instrumentation solutions - faster and more cost-effectively than our competitors.

Mission Statement

Customer value: Drive actions from a desire to serve customers. Know current and emerging needs. Understand why customers buy from us and why they don't, and act on that knowledge to deliver superior value.

Partnership: Build long-term relationships with customers and strategic suppliers based on shared objectives.

Leadership: Develop leaders who set high expectations, live by our values, and create an environment for serving customers and achieving business excellence.

Ownership: Become personally involved in the success of the business. Turn good ideas into better ways of doing business -- working together, taking prudent risks, learning from mistakes, and implementing improvements based on what we learn.

Process: Manage work with a focus on results -- improving efficiency and productivity, delivering value to customers, and creating financial rewards for shareholders.

Improvement: Make the plan-do-check-act cycle the way we operate -- to achieve both continuous and breakthrough improvements in cost, cycle time, and quality.

Management by fact: Know what you want. Measure what you get. Act on the difference.

Results orientation: Establish and meet both short- and long-term commitments to all key stake-holders -- customers, employees, shareholders, suppliers, partners, and society.

Quality Tools

The Fortive Business System (FBS), beginning with the voice of the customer, continuously strives to improve quality, delivery and cost. It provides the necessary tools to achieve specific business objectives with the involvement of all associates.

Fuelled by Fortive's core values, the FBS engine drives the company through a never-ending cycle of change and improvement: exceptional people develop outstanding plans and execute them using world -class tools to construct sustainable processes, resulting in superior performance. Superior performance and high expectations attract exceptional people, who continue the cycle. Guiding all efforts is a simple philosophy rooted in four customer-facing priorities: Quality, Delivery, Cost, and Innovation.

In order to improve QDCI and support the vision of the organization, the Fortive Business System provides tools to implement these goals.

These goals are consistently achieved by our total commitment to effective quality management at every level with the company and by the operation of our quality system which satisfies the requirements of ISO9001:2008 and is maintained by a regular series of internal audits, and an annual management review. This is in line with the quality methodology of Plan – Do – Check – Act (PDCA).

Quality objectives will be set and reviewed as per standard Policy Deployment.