
Verification of Lubricant Specifications (UK) Limited

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Verification of Lubricant Specifications (VLS) Quality Management Statement

VLS is an impartial, independent, industry-led arbitrator in the case of product quality, performance and technical disputes between complainants and those parties legally responsible for the integrity of the finished lubricant products on sale in the United Kingdom.

We are committed to continually improving the Quality Management System (QMS) by striving to provide the very best advice, support and decision-making based on firm, impartial technical evidence which underpin all of our cases and exceeds our customers' expectations.

Throughout the process VLS will handle case complaints in a professional, impartial and sympathetic manner retaining the anonymity of all parties to a complaint, while an investigation is carried out. Only at the end of the process will we publish details of non-compliant products to the public area of the VLS website.

We will also invite those organisations responsible for compliant lubricant products whether they wish their case details to be published to the public area of the VLS website.

We will endeavour to maintain a professional and impartial industry-led leadership of VLS, backed by rigorous technical expertise and promote a culture of excellence in carrying out our work.

We commit to comply with relevant legislation, regulation, statutory requirements and other policies relevant to our sector.

The quality policy is supported by quality objectives forming part of the Quality Management System and this Quality Statement will be published in a public area of the VLS website at www.ukla-vls.org.uk and made available to customers and stakeholders as and when requested.

Signed..........Date.....

Darren Frogson
Chairman

