

## FBV – Committed

Specializing in the manufacture of ball, gate, globe, check and plug valves in carbon steel and stainless steel materials, FBV Inc. has been selling their products worldwide in the USA, Europe, South America, South Asia, Middle East and Africa. FBV strives to conform to the latest standards and emphasizes the importance of managerial, technical and technological innovation. Through its conviction to provide only the finest quality products and services to match the needs of their customers, FBV has now established itself as a serious player in the valve business.

Valve World Americas spoke with Lee Fang, FBV Valve's Facilities Management Director to discuss the company's mission, commitment to quality and the ways they are improving business for their customers.

By Sarah Bradley

FBV consistently stands by the mission to sustain high quality standards and provide cost-effective products to satisfy our customers' needs – by committing to taking "ACTION". The acronym represents the company Adopting the latest technology to take their product quality to the next level, Consistently providing on-time services to their customers, Training and developing talented people with strong work ethics to deliver effective performance, Improving and enhancing engineering designs to ensure product performance, Optimizing management systems and increasing productivity and Never forgetting their customer, employee and supplier needs.

"As a company we try to be a platform and source for our customers. We give an opportunity for our employees to utilize trends and through hard work and research, try to meet our customers expectations with our engineered solutions – from a technical products and service perspective. We try to be the best engineered solution for our clients," said Lee. "We are trying to utilize our employees' expertise to help our customers work towards their goals. We want to accomplish this together. The core values of our company – taking action to take it to the next level by providing the best service to our customer, ensuring consistency through strong work ethic, delivering effective and high quality product performance while increasing productivity. We make sure to never forget our customers', employees' and our team's needs. The core values of the company is

something that makes us stand out in the competitive business environment."

### The Key to Quality

As an ISO 9001:2008 certified company, FBV is recognized for its strong implementation of the Quality Management System (QMS). The company has established and works to continuously improve processes to achieve their quality policy and quality objectives. With manufacturing facilities in Zhejiang, China and warehouse and sales offices in Houston, Texas, FBV ensures consistency in quality, service and products around the world.

"In 2010 we built our production facility in China which covers 10 acres of land and from there we supply to international customers. In 2009 we established in Houston, warehousing and sales offices in Houston. It is a major hub in the U.S.A. and we were interested in being there to supply our customers in North and South America," he explained.

With the importance FBV places on ensuring their products remain of the highest quality, the company has adopted the API Monogram program. The American Petroleum Institute (API) has performed on-site audits and verified that the company's Quality Management System meets the requirements of API Spec Q1 and the products they manufacture meet the requirements of API 6D, API 600 and API 602 and valves are tested according to API



RP 591. Assessed per Pressure Equipment Directive 97/23/EC by TUV Nord, FBV Inc. is certified to sell its products to European Economic Area and bears the CE marking. FBV, Inc. has obtained Canadian Registration Numbers for all provinces in Canada for Ball, Gate, Globe, Check and Plug Valves, as well as Fire Safe Certification. Ball valves of different sizes and ratings have been tested as per API Spec 6FA and API Std 607, and witnessed by TUV SUD, proving their designs to be fire safe.

Safety and the environment are also important focuses for FBV. The company is recognized for its performance in occupational health and safety management system as per OHSAS 18001 and to identify and control the effects on the environment, FBV Inc. has made great efforts in implementing an environmental management system as per ISO 14001.

It is well-known that emission of palliative or hazardous gas to the environment is dangerous, and with the focus on limiting emissions being of great importance to the valve industry, FBV valves have undergone fugitive emission testing per ISO 15848 and witnessed by TUV SUD. FBV valves and tested as per API Std 624 proving the acceptance of the packing and the design of the valves.

### Prime Products

FBV manufactures a wide range of industrial valves including ball, gate, globe, check and plug valves, available in carbon steel, stainless steel, alloy, duplex stainless steel and super duplex stainless steel.

"Recently we are beginning to work with an actuation company and we have started automating our valves. We can design and provide a valve and also actuate them, to provide customers with the full package in one place to reduce the cost," Lee said. "In the past, the customers were asking for actuation and we wanted to offer it. We manufactured the valves and we would ship to an actuation company to install the actuation for the customer and sometimes that would delay the project. When the valve was finished in eight weeks and we had to wait for the rest, so we are trying to find a partner to work together to produce the actuation and we can test at our facility – we can do everything in house."

In order to ensure they are able to provide customers with quality products at a competitive price, FBV is continuously investing in research & development and ways to increase efficiency. Through investment in cutting-edge machinery, IT development



## to Taking Action!



for management system to implementation of lean processes and streamlined workflow and procedures, to maintain consistency, to eliminate redundancy and wastes in production, clean room capabilities for severe oxygen service valves, high pressure gas testing system for gas services products.

"Right now R&D is very important – especially with standards changing and customer requirements becoming stricter. We need to invest in our R&D team to meet their requirements for example, customers needing our products to meet emission requirements like API 624, etc. We needed to design our stem, packing, packing box and other things differently to make these standards – which vary around the world – a standard feature of our products," said

Lee. "We have a very strong engineering team and we work with customers if they require a special design and we can come up with a design according to our customers' needs. For example, we had a customer that had four valves and actuators and they asked us to design with one valve and actuator to perform the function of four. They needed four outputs with one input, so we came up with four-way ball valves, so we can control where the medium and low flow comes in."

### Growing in the Future

Quite often customers are eager to know the status of their orders and FBV has recognized that having to wait for information can be frustrating and inconvenient. The implementation of their Order Tracking

System (OTS), allows clients to see the production schedule and track their orders from start to finish anytime.

Also, recognizing the difficulties that have become prevalent in the industry with the increase in counterfeit products, FBV has introduced another feature to help make the customer service experience easier and more convenient. The company's Product Verification System (PVS) is a simple, yet useful web-based tool that gives customers access to verify online that the products they have purchased are genuine, FBV-manufactured valves. By providing the Serial and Body Heat Numbers, customers can verify product authenticity at the click of a mouse.

Product traceability is something that FBV recognizes is of great importance to their customers. Providing documentation to support their products is another way that the company is able to give customers peace of mind and confidence in their purchases. FBV maintains Incoming Quality Inspection Records to ensure the quality of the materials they receive; Assembly Inspection Records to verify the inspection of assembly quality; Performance Test Records document the pressure tests performed to ensure compliance to leakage rate; the Final Quality Inspection Record is the final process prior to shipping to ensure that quality levels are met and the Mill

Test Certificate provides traceability on the quality of products.

FBV plans to continue to expand in the future, growing with their customers and investing in the optimal functions to best service their needs. Increasing their distribution network to better serve the international market and investing to increase their production capacity, FBV is optimistic about the healthy future of the industry.

"Right now we are planning to build and we have already bought our land in Houston, to build an additional warehouse. This will shorten the delivery times to our customers in North and South America. All our products are standardized, so we can just bring the parts which are interchangeable, so we can combine the parts here and build the products at this facility. We do not need to stock the whole valve, but can assemble the parts based on customer requests, which reduces our cost and the cost to the customers and decrease lead times," Lee revealed. "In the future the market is going to be getting very competitive and you have to stay strong and active in order to stay competitive in the business. We are continuously looking for different ways to reduce the cost and increase the product quality by using our action plans. I have a lot of confidence that FBV will become one of the major players in the valve industry in the future."



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