

FBV INC. – Guaranteeing Customer Satisfac



“Every product is examined and tested as soon as it arrives at our facilities,” said Lee. “We have Incoming Inspection, Valve Assembly Inspection, Performance Test Inspection and Final Quality Inspection to help us separate the bad parts from the good ones. These processes, known as Quality Checks (QC), are essential as they collect the performance data that is used for the subsequent Quality Assurance (QA) process. The QA process involves taking the collected data and analyzing it to find the root cause of any issues or faults with the product. It then requires that the appropriate department establish a corrective action plan to improve the product quality.”

In an effort to maintain the high-quality standards for valves in three different operating sectors, the oil and gas exploration sector, the long-distance transmission sector and the refinery sector, FBV has adopted the American Petroleum Institute (API) monogram program. The API performs audits which verify that the company’s QMS meet the requirements of the API 6D, API 600 and API 602. FBV also runs tests as per, the API 591 and the ISO 15848, which focus on the key points of safety, stability, and sealing performance.

“High quality products require well manufactured components, as well as an industrious production process,” explained Lee. “If for example, we were to assess the quality of a ball valve we would need to consider more than just the finalized product. Instead we would evaluate all of its components including the ball, body, bonnet, seat, packing box and stem separately. Once each element is assessed we can assemble the product and ensure that all the elements align perfectly. By carefully processing each part we can make sure that tolerances are well controlled and surface finish is applied to enhance the valves performance.”

Production Practices

In order to avoid any significant challenges, FBV takes a number of steps to make sure that the production of its products is handled by dedicate and diligent employees. Lee highlighted that the manner in which FBV ensures a smooth production process is by choosing the right machine, fixture, tools and methods to manufacture each part. “In order to accomplish this,” Lee

For over a decade FBV Inc. has been exceeding product standards and ensuring customer satisfaction with its quality services. The ISO 9001 certified company specializes in manufacturing ball, gate, globe, check, plug and butterfly valves, as well as stainless steel, duplex stainless and alloy materials. FBV has built an extensive network of sales, service and distribution in North America, South America, Middle East, South East Asia, Africa and beyond. Having recently received supplier approval from Chevron, FBV has expanded their scope in terms of corporate culture as well as technical expertise. The endeavour to have all of its products conform to the latest industry standards, coupled with the importance it places on technological innovation, has led FBV to become a leading player in the valve manufacturing sector.

Valve World Americas recently had the pleasure of speaking with Lee Fang, Facility Director at FBV, concerning the company’s mission statement, commitment to quality, and the ways that it is improving business for its customers.

By Angelica Pajkovic

FBV Inc. was established in Flushing, New York, in 2007, and quickly committed to taking ACTION in the valve industry. From its onset, FBV adopted the mission to provide cost-efficient products for its customers by committing to the values defined in its acronym ACTION. The company strives to Adopt the latest technology in order to take their product quality to the next level, Consistently provide on-time services to its customers, Train and develop talented people with strong work ethics to deliver effective performance, Improve and enhance engineering designs to ensure product performance, Optimize management systems and increase productivity and Never forget its customer, employee and supplier needs.

“FBV is focused on listening to our customers” needs,” explained Lee. “We provide our customers with membership online services which allows them to generate quotations, review quotations, review order history, check production status, check inventories in various locations and download MTC and Engineering Drawing material. Our goal is to create a dynamic environment where we are able to combine our customers” interests with our own.”

The respect and support FBV provides for its employees, is another aspect of the company that elevates the quality of its products. By providing its employees with the latest tools, trends and technologies, FBV engineers are able to

work diligently to meet the customer’s expectations. “FBV offers product guarantee to our customers,” said Lee. “Our mandate is to certify the quality of our products and ensure all our customers’ needs are met.”

Commitment to Quality

As an ISO 9001:2015 certified company, FBV is recognized for its adherence to the Quality Management System (QMS). Under this system FBV follows a set of policies, processes and procedures that are required for planning as well as producing, developing and servicing its products. The company’s diligence in adhering to the standards set forth by the QMS ensures that, not only are their quality policies and objectives met, but that every product is produced to meet the highest industry standards.



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tion Through Product & Service Excellence

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Maintaining a safe and healthy workspace while preventing pollutants from harming the environment is another one of FBV’s primary goals. The company is recognized for its occupational health and safety management system and is certified with the OHSAS 18001:2007. It also makes a conscious effort to identify and control the effect it has on the environment and has implemented an environmental management system as per the ISO 14001:2015. Ultimately, FBV strives to develop and provide products that have no harmful environmental impact, are safe in their intended use and are efficient in their consumption of energy.

Keeping the importance of reducing fugitive emissions in mind, FBV offers a full range of products that have been tested to ISO 15848-1 and API 624 standards, in order to meet the market requirements for low emissions.

Leading Products

FBV manufactures a range of industrial valves. In addition to general ball, gate, globe, check, plug and butterfly valves, FBV develops Zero Cavity Top Entry Ball Valves, Multiport Ball Valves and 44” Triple Offset Butterfly Valve Class 900 with Multi-position gears. The products are available in a variety of materials including Carbon Steel, Stainless Steel, Alloy, Hastelloy, Monel and Duplex. Once completed, the products are utilized in the Oil and Gas, Petrochemical, Chemical, Power, Mining, FPSO and Marine industries.

With the complete acquisition of the manufacturing facility in Lishui, Zhejiang, China, in 2014, and the establishment of the FBV LATAM, Inc. in 2017, FBV is able to respond to customers’ requests faster and more efficiently than ever. The 600,000 square feet of manufacturing facilities allow FBV to



ensure consistency in quality, service and products around the world.

“FBV holds inventory in both its Lishui facility, which spans 450,000 square feet with a 50 million manufacturing capacity, and the Houston warehouse,” Lee explained. “With an inventory of Ball, Gate, Globe and Check Valves ranging from 2” to 24”, Class 150 – 1500, FBV is able to easily serve local and international requests.”

Through investment in research and development, new machinery, IT development for management systems and the implementation of streamlined workflow and procedures, FBV maintains consistency and eliminates redundancy.

To ensure that the company retains a balance between the production of their products and the ever-evolving industry, Lee dictates that FBV “must adopt the latest technology to take the product to the next level.” He states that, “we not only believe that technology will improve product quality, we

also believe that technology improves production efficiency. Technology can help the company to stay competitive and ensure sustainability.”

Looking to the Future

As the increase in market activity seems to be a rising and reoccurring trend, FBV is confident that the quality of its product will carry them through what Lee suggested is the ‘end of the golden age.’ “Although the Valve industry will never fade out, as it is used in many different sectors, the new clean forms of energy, such as solar and wind power, will force it to become a more competitive market. I believe only the companies, like FBV, who keep true to their values and strive to provide customers with better quality and lower cost products will survive this transition.”

With its values never far from hand, FBV has continued to excel in its business by consistently adopting new innovations and working to be as progressive as possible. “We are very excited to

have achieved a number of milestones in the last few years,” said Lee.

FBV is also recognized for their clean room for Oxygen Service Valves and their Cryogenic Valve testing facility. In December 2018, FBV moved to a new facility located in Brookshire, Texas. The facility is 25,000 square feet and will have the capability for maintenance and modification of the products as well as storing options.

In order to continue its expansion Lee highlighted that, “FBV is also in the processes of establishing an innovative engineering team that will allow the company to offer their customers engineered solutions.” It is through these types of innovative goals, Lee suggests, will keep FBV in the lead in the valve industry.

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The views and opinions expressed in this article are those of the profiled company and do not reflect the position of Valve World Americas.