

# Trio OilTec Services

We shall be a partner for our customers and meet the market demand for advanced coating technologies, providing solutions for all wear problems.

Combining state of the art process technology and a high level of operational flexibility, we will gain competitive advantages to the benefit of our customers.

We will achieve this by complying with the following:

- Products shall be delivered on time, with the right quality and the right price.
- Customers shall be informed immediately on any deviation or unforeseen event influencing delivery, and necessary corrective actions shall be taken
- Our QA system shall assure that all work is done correctly the first time
- Every step in our value chain; sales, purchasing, production warehouse, together with finance and administration, have a specific responsibility to ensure quality execution in everything done
- We expect our sub-suppliers to work according to the same high quality standards as we do, as their performance and image affects our reputation as a supplier
- The right quality is first and foremost about attitudes. This is every employees own responsibility. Our ambition is that quality shall be an important part of our culture, and we will ensure that our employees get the necessary introduction to work processes, quality assurance and customer requirements.

## No compromises on quality!

We will establish our quality culture by:

- Management of all the company's processes
- Appropriate training and qualified employees
- Systematic following up on established measures
- Systematic focus on continuous improvement

February 2012

Eirik Larsen



General Manager