

# QualityFirst™: The Tanknology® Total Quality Approach



We have done more than any company in the industry to provide our service personnel the necessary qualifications, training, resources and oversight to ensure that each of your projects are completed accurately and on-time.

Initially implemented more than a decade ago, QualityFirst is our quality control and assurance program. It is an essential element of our Quality Management System (QMS).

Our QualityFirst program features many of the key elements of ISO 9001:2000, the recognized standard for quality management.

Our field service personnel meet rigorous national, state and local certification standards and receive ongoing training and certification in testing protocols, installation and service procedures and health and safety procedures.

Quality Managers perform on site inspections of all field staff, review test information and data files to verify the integrity of test results.

## Our Quality Management System Includes:

- *A management structure designed to ensure maximum accountability for conformance to regulatory and technical requirements and our customers' expectations.*
- *Strict standards for employee performance and ethics.*
- *An extensive focus on continual improvement in all aspects of our business.*
- *Sophisticated, redundant analysis and review of test data.*

**To learn more, or to discuss specific compliance needs for your site, call us today at 1-800-964-1250.**



*Environmental Compliance for Petroleum Systems*



## Details at a Glance

### Our Quality Policy

In our company, the experience, integrity and skill of our staff are Tanknology's main assets. These three key elements are essential to the continuing success of our business.

It is our aim to meet or exceed customer and regulatory requirements and to constantly improve the quality of the service we provide to enhance customer satisfaction.

