

Quality Policy E Plug

The objective of E Plug AS is to develop and supply the next generation downhole well technology for national and international customers with the highest quality service to meet or exceed their contractual legal and statutory requirements and codes of practice.

E Plug's Quality Management System covers Design, development, rental, service and maintenance of oilfield completion, intervention, and P&A solutions.

In particular, we will:

- Monitor and measure the effectiveness of our business processes and objectives through our Management Reviews and Internal Audit Processes
- Monitor customer satisfaction (through customer feedback forms and first-hand contact with clients) and set objectives for continuous improvement
- Analyze the causes of any complaint/ non-conformance and take appropriate action to prevent recurrence
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets our requirements.
- Provide a work environment that promotes the well-being of our employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of our products/services and business processes
- Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation of our Quality Management System

The continual improvement of the effectiveness of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work. Every member of staff is required to be familiar with, and carry out, the documented processes and procedures which are applicable to their area of work within the company.

The Quality Policy is approved by top management and is reviewed annually at the Management Review meetings along with the quality objectives and Key Performance Indicators.

Our Key Performance Indicators are described in detail in E Plug Key Performance Indicators Matrix.

Øyvind Johannessen
Managing Director