

ENERGY

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Energy International Receives ISO-9001 Certification

WHAT IS ISO 9001? In today's competitive marketplace many companies are looking for ways to provide their clients with the highest quality standards possible. Because of this many companies are adopting the ISO 9001 Quality Management System.

ISO 9001 is one of the most internationally accepted and sought-after quality management systems for all industries. Adhering to this standard permits Energy International to be more competitive, cost-effective and efficient. It also ensures that our clients will receive consistent, reliable, and value-added quality management of all the processes we use to build our products and deliver our services.

The standard was set up by the International Organization for Standardization (ISO), a worldwide federation of international standards associations, headquartered in Geneva, Switzerland. It was founded to develop a common set of international standards for manufacturing, trade and communications. Today more than 90 countries are members.

The effectiveness of the ISO standard is its objectivity. An independent organization called a Registrar measures Energy International's operations against the ISO 9001 standard that is accepted globally as the defining set of quality management system requirements. As a result, this standard is respected in the marketplace as totally objective. This independent evaluation assures existing and prospective customers that an effective quality management system is in place.

WHY IS ISO 9001 IMPORTANT? Energy International takes quality and customer satisfaction very seriously. ISO 9001 standards ensure that our operations follow a process of continuous improvement. This is why we have made ISO 9001 certification a priority. These standards help keep Energy International working efficiently with a minimum of problems. This in turn maintains customer satisfaction and quality of service.

Many businesses in the United States and abroad now require suppliers to show that they adhere to the ISO 9001 Quality Management System as a condition of doing business. Energy International's certification often serves as a means of differentiating our products and services from competitors, thereby giving our company a distinct competitive edge.

ISO 9000 certification has assisted Energy International by having:

- Employees become more responsive to customer needs
- Standardized business procedures and processes
- Better communication between employees and customers
- The sales force gain greater confidence
- Operations become more efficient and effective
- Substantial increases in customer satisfaction



Energy International ISO-9001 Certificate



BVQI ISO-9001 accreditation seals

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One of Energy International's O&M teams



Maintenance on a Caterpillar® 16CM32 engine

OUR QUALITY MANAGEMENT SYSTEM: In November of 2003, Energy International submitted to its first audit for certification under ISO 9001:2000 standards by BVQI (Bureau Veritas Quality International). By obtaining this certification, Energy International is now among the select group of companies that adheres to the highest quality standards possible in the administration of its services and in satisfying the needs of its clients.

Energy International has incorporated the ISO 9001 standard as the backbone of our ISOS-E Integral Management Solutions System. In addition to ISO 9001, we also support other international standards such as OHSAS 18001 and ISO 14001, always with the objective of resolving potential problems in industrial quality control, health and safety.

For our customers, whether these be power plants, gas compression stations, pumping stations or cogeneration plants, whether they have purchased or rented the equipment, the implementation of the ISO 9001:2000 standards means continual improvements in the following services offered by Energy International:

- Operation and maintenance (O&M) agreements
- Logistics procedures for the supply of components and/or spare parts
- On site training for our people as well as the staff assigned to the plant by our customers
- Technical services agreements, tailored to the individual customer's needs
- Corrective maintenance programs
- Preventive maintenance procedures and planning
- Maintenance by condition - response programs
- Commissioning and start-up programs on new equipment or after major overhauls

The ultimate objective of ISOS-E is to apply the ISO 9001 standards throughout all of our processes and wherever Energy International has operations or projects. Our Quality Management System was initially implemented on March 18, 2002. The standard was implemented for all activities in the United States, Latin America and the Caribbean.

WHAT LIES AHEAD: Energy International is currently using the Quality Management System for the above mentioned services. In addition, we are striving to permanently improve the services covered under the ISO standards and implement them throughout our operations to ensure the complete satisfaction of all of our customers.

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