



ENERFLOW INDUSTRIES INC.

NEWSFLOW

SEPTEMBER, 2009

CUSTOMER SATISFACTION & CONTINUOUS IMPROVEMENT

Enerflow is proud to be competing in an international market place, and we are constantly striving to improve our customer satisfaction and create continuous improvement. In the past several months we have been working toward the achievement of our American Petroleum Institute (API-Q1 & 4F); ISO 9001:2008 certification.

The team of hardworking individuals at Enerflow Industries Inc. make this possible. Each of you contribute to the success and we appreciate your effort and commitment.

Remember we are leaders in the industry, the best at what we do. Don't be afraid to boast about it.



Enerflow USA Tulsa, Oklahoma

Enerflow Industries Inc. is dedicated to providing our customers the flexibility and convenience of a custom fabrication facility with capabilities to deliver a superior product that is suitable to your needs. Our well service background has given us an eye for detail with a practical edge that sets Enerflow apart from other equipment manufacturers.

**Enerflow's new facility is situated on 30 acres.
Enerflow invites you to visit us.**

QUALITY POLICY

Enerflow Industries Inc. is committed to providing quality products and services, complying with applicable standards and improving the quality management system effectiveness on a continual basis while maintaining customer satisfaction.



QUALITY OBJECTIVES

- Comply with all established customer requirements and other established specifications
- Reduce the number of errors on issued documents
- Reduce in-house rework and repair
- Ensure continuing improvement in the warranty count
- Reduce warranty costs
- Ensure on-time delivery of the product
- Cross-train employees for multiple tasks
- Increase customer base
- Achieve API Q1 & 4F Certification

POINTS OF INTEREST

Enerflow Health and Safety Annual Certificate of Recognition Audit is happening this month

Enerflow Christmas Party is on Friday, November 27, 2009



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www.enerflow.com

"WELCOME TO TULSA!"