

QUALITY PROGRAM

ConocoPhillips Specialty Solvents is proud of the quality system that we maintain.

- Processes and procedures are audited
- Technicians, operators and maintenance personnel are certified on a recurring cycle
- Training and procedures documentation are maintained online
- Testing data tracked in a Laboratory Information Management System (LIMS)
 - Intermediate streams checked for compliance with our specifications
 - Finished products checked for compliance with our specifications
 - Off-Spec material flagged to insure quality product for our customers
- Each "Certificate of Analysis" is tracked electronically
- Maintain a "Statistical Process Control" (SPC) program in our Laboratories
- Our manufacturing facilities use "Total Productive Maintenance" (TPM) to ensure the reliability of operations and continued improvement
- Our facilities follow a state-of-the-art "Management of Change" system

ConocoPhillips Specialty Solvents assures you that the product received at your facility is of the highest quality possible and meets all agreed to specification requirements.