

Oilfield Service Excellence Strategies

Our commitment to improve customer service excellence is based on:

1. Team Selection
2. Policies and Procedures
3. Training and Recruitment
4. Quality and Communication
5. Reward and Compensation
6. Operations

To achieve our commitment to customer service excellence we need to exceed expectations:

1. Right People for the Right Job
Utilize people we can trust
2. Clarify Policies and Procedures
Practice what we preach
3. Job Specific Training
Train employees to Standard Operating Procedures (SOP's) and Hands-on demonstration (eliminate text book methods)
4. Always be prepared to change and improve
Communicate change – make sure change is understood
5. Reward and Compensation
Recognition incentives are available through proven quality performance
6. Information is accurate and the quality of service has been exceeded