



BURNERS

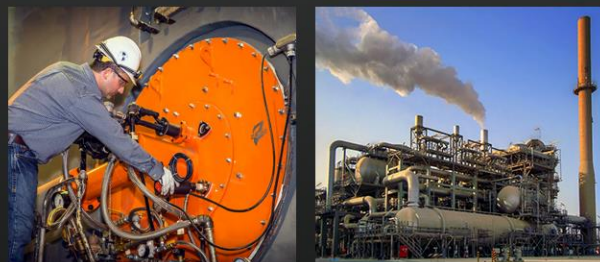
FLARES

THERMAL OXIDIZERS

VAPOR CONTROL

RENTALS

AFTERMARKET



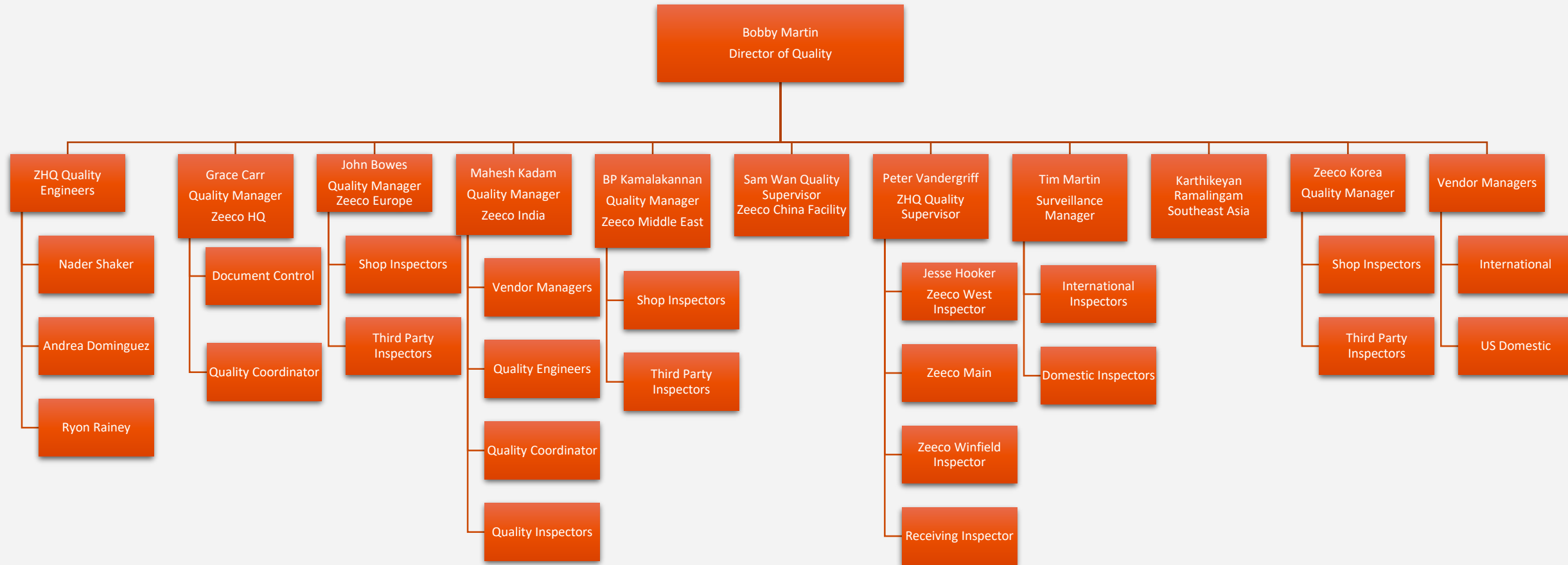
ZEECO

Global Quality

Bobby Martin

Director of Quality

Global Quality Organization



ZEECO Quality Coverage



What is a Customer Issue



- A Customer Issue is a problem found by the customer after shipment from Zeeco Inc, Global Location, or third party fabricator.
- Warranty only applies to a Customer Issue if the equipment has already been started up.



Customer Issue Index



Quality Control Home

Reports

Customer Issues

Corrective Action Reports

+ ADD CUSTOMER ISSUE

EXPORT TO EXCEL

My Queue

All Customer Issues

Type search text here...

STATUS		CI #		ASSIGNED TO		SO #		ASSIGNEE		ZEECO GROUP		PROCESS OWNER		DATE RECEIVED	
QC Director	Delete	1525		Bobby D. Martin		30392		Adam Girkin		Flares		Shipping		09/08/2019	
Engineering Manager	Delete	1524		Jeremy A. Hayes		40057		Scott Rodman		Parts		Zeeco West		08/23/2019	
Supply Chain Manager	Delete	1523		Steven Thomasson		36161		Clint Ellis		Flares		Shipping		08/29/2019	
Management Review	Delete	1522		Teresa L Smith		40363		Ross Fergerson		Retrofit Burners		Engineering		08/20/2019	
QC Review	Delete	1521		Grace Carr		37055		Aubrey Hale		Flares		Sub-vendor / Fabricator		07/15/2019	
Management Review	Delete	1520		Teresa L Smith		36222		Steven Thomasson		Vapor Control Products		Customer		07/29/2019	
Management Review	Delete	1519		Teresa L Smith		28822		Jeremy A. Hayes		Parts		Engineering		06/27/2019	
Closed	Delete	1518				37515		Jon Foss		Retrofit Burners		Engineering		05/20/2019	
Closed	Delete	1517				37970		Debi L. Ludwig		Flares		Engineering		06/18/2019	
QC Review	Delete	1516		Grace Carr		16265/35471		Ryan D. Roberts		Parts		Zeeco West		06/12/2019	
Management Review	Delete	1515		Teresa L Smith		39699		Derek L. Terry		Parts		Engineering		07/02/2019	
Closed	Delete	1514				34101		Roy Bisnett		Parts		Zeeco West		06/05/2019	
Product Group Director	Delete	1513		Kyle D. Jones		37977		Rachel Helmer		Retrofit Burners		Zeeco West		06/13/2019	
Closed	Delete	1512				35850		Debi L. Ludwig		Flares		Sub-vendor / Fabricator		06/07/2019	

Customer Issue Form



Quality Control > Customer Issues > CI # - 1525

Quality Control Home

Reports

Customer Issues

Corrective Action Reports

Save Changes

Sign & Send to Product Group Director

Delete

Cancel

Basic Information

Status

QC Director

Zeeco Group *

Plares

Process Owner *

Shipping

Customer *

Petrofac

Zeeco SO # *

30392

Date Received *

09/08/2019

Received Via *

Email

Recipient *

Gannon Bauer

Assignee *

Adam Girkin

Estimated Cost (\$/USD)

Management Review Date

End User Information

End User Country

Saudi Arabia

Primary End User Zeeco Contact

Imran Ahmed

Imran_Ahmed@zeeco.com

(13) 804 2229

Company Name

Saudi Arabian Oil Company - Saudi Aramco

Stone

City

Al Khobar

Facility/Plant Name

Fadhli Gas Plant

Industry/Plant Type

Gas Processing

Secondary End User Zeeco Contact(s)

Mohammed Abugharbieh

Mohammed_Abugharbieh@zeeco.com

(13) 804 2228

Assigned To

Bobby D. Martin

History

Sign & Send to QC Director

Adam Girkin - 09/08/2019 12:00 PM

Created

Gannon Bauer - 09/09/2019 11:57 AM

+ ADD NEW RECORD

	DESCRIPTION	PROBABLE CAUSE	PROPOSED SOLUTION	ACTUAL SOLUTION
<div>Edit X Delete</div>	30392-WAS was scheduled for pickup and shipment to the KSA. Rather than loading WAS Crate 1 and 2, W44 Crate 1 and WAS Crate 2 were loaded and delivered.	The loader loaded the wrong crate.	More attention should be paid to ensure the proper crates are loaded for shipments, and if necessary additional checks should be added.	

1 of 1 items

Corrective Action Required

No

Customer Contact Information

+ ADD NEW RECORD

	FIRST NAME	LAST NAME	TITLE	WORK PHONE	CELL PHONE	EMAIL	RESPONSE REQUESTED BY CUSTOMER
<div>Edit X Delete</div>	Rohit	Nagpal	Principal Project Engineer	971 6 51 85110		Rohit.nagpal@petrofac...	No

1 of 1 items

Date of Occurance

08/28/2019

Equipment Currently in Shutdown

No

Equipment Damage

No

1.0.5

Designed and Developed by Zeeco Information Technology Department

Accessing the Customer Issue Website



<http://zteam/QC/SitePages/Home.aspx>

The screenshot shows a SharePoint web page for "Quality Control". The browser address bar displays the URL <http://zteam/QC/SitePages/Home.aspx>. The page has an orange header with the "SharePoint" logo and navigation links for "BROWSE" and "PAGE". Below the header, the "Quality Control" title is displayed next to the Zeeco logo and an "EDIT LINKS" option. A left-hand navigation menu lists various documents and reports. In the main content area, there are three orange buttons: "New Non-Conformance Report", "New Customer Issue", and "New Corrective Action Report". The "New Customer Issue" button, which features a telephone icon, is circled in red. A red arrow points from the text "Click 'New Customer Issue' Button" to this button. Below the buttons is a "QC Calendar" for August 2018, showing a grid of days from Sunday to Thursday.

Click "New Customer Issue" Button

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
29	30	31	1	2



QUALITY

Our Customers Expect It , We Demand It!

Questions



GO

ZEECO

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