

# THE IMPORTANCE OF *Quality*



**Emerson Process Management's Analytical Group is committed to design, manufacture, sell, support and service Rosemount Analytical products that meet or exceed customer expectations 100% of the time.**

Our products are used in a broad spectrum of gas and liquid applications requiring innovative engineering designs and manufacturing controls to achieve superior product reliability and customer satisfaction. Emerson Process Management Analytical Groups strive to ensure that these products and services meet or exceed the customer's contractual requirements and/or Rosemount Analytical stated specifications. Our commitment is that this will not be compromised due to cost, design or manufacturing schedule requirements, or any other factors within our control.

Emerson Process Management Analytical Group is committed to developing process instrumentation from liquid to combustion to gas chromatography for its strong customer base in its major market segments including chemical, petroleum, power, food and beverage, waste water and pharmaceutical. Commitment in these sectors allows the on-going development of targeted new products within these markets that offer innovative technological process solutions.

The Rosemount Analytical brand is known for quality products and services and a commitment to customer satisfaction. Employee training for problem solving, awareness and process control assure our customers of continued improvement. Lean Manufacturing Cells provide flexibility to respond to industry trends and customers needs. These Cells will continue to be a major contributor to lower costs with on-time deliveries and continuous improvement to excellence. Emerson Process Management maintains partnerships with worldwide manufacturing facilities, sales offices, distribution centers and technical services.

**The Emerson Process Management Quality Policy is based around four core philosophies:**

1. Listen to our customers
2. Provide increasingly better quality of new products and services
3. Continuously monitor our products and processes for continual improvement
4. Continuously strive to develop and improve our Management Systems

The Quality Management System is designed to prevent errors within the complete business system, but more importantly to ensure that preventative measures exist that minimize such opportunities and achieve defined quality levels. Dedicated and trained professionals with specified responsibilities develop and support the Quality Management System.

The Quality Management System is designed to comply with the following:

- > ISO 9001:2000 (International Organization for Standardization)
- > ANSI/ASQ-Q9001-2000 (American National Standard)
- > EN 13980:2002 Potentially Explosive Atmospheres - Application of Quality systems
- > ISO 10012-1 Quality Assurance Requirements for Measuring Equipment

The Quality Management System applies to all standard catalog products, services and functions. Certifying agencies (BASEEFA, Factory Mutual, Canadian Standards and Underwriters Laboratory) regulate many of the Rosemount Analytical products for personnel and facilities safety.

The basic system may encompass all or part of the quality requirements of specific customers. If specific requirements of a contract or purchase order are not satisfied by the basic system, special work instructions, procedures or plans may be developed and implemented regarding those requirements.

**ROSEMOUNT**  
Analytical

  
**EMERSON**  
Process Management