

# Quaker Management Services<sup>sm</sup>

Your surest, safest way to the lowest bottom-line costs.



## ADDING VALUE TO YOUR COMPANY

- Chemical procurement for reduced costs
- Environmental tracking and reporting for improved compliance
- Process monitoring for increased production
- Leveraged best practices for increased profitability



# Quaker Management Services creates savings and process improvement.

It's known as QMS, for short. And it's a unique approach to the chemical management services concept that more and more manufacturing companies are leveraging for a better bottom line.

At Quaker, we see management services as a comprehensive way to deliver value to our customers. We use our extensive industry knowledge and process expertise to understand your specific issues, solve your particular problems, and implement demonstrated solutions. As a result, you experience improvements in productivity, quality, and profitability. Immediately. And into the future.

## It starts with knowledge.

Quaker has built an infrastructure of intelligence that lets us create value in every activity associated with chemical management services.

**Focus:** We understand the range of metals production and metalworking machining and grinding processes.

**People:** Our QMS staff is highly educated and highly technical, with more than 90% of the staff holding degrees—more than 75% technical degrees. They are trained across a range of functions, and often train for the customer's specific processes.

**Systems:** Our knowledge is shared.

Technology makes it possible, through systems such as our Quaker Business Intelligence (QBI) intranet. And people make it real. We have more than 150 associates working full time in our customer's plants, where they are focused on understanding and improving chemical related processes.

## It depends on relationships.

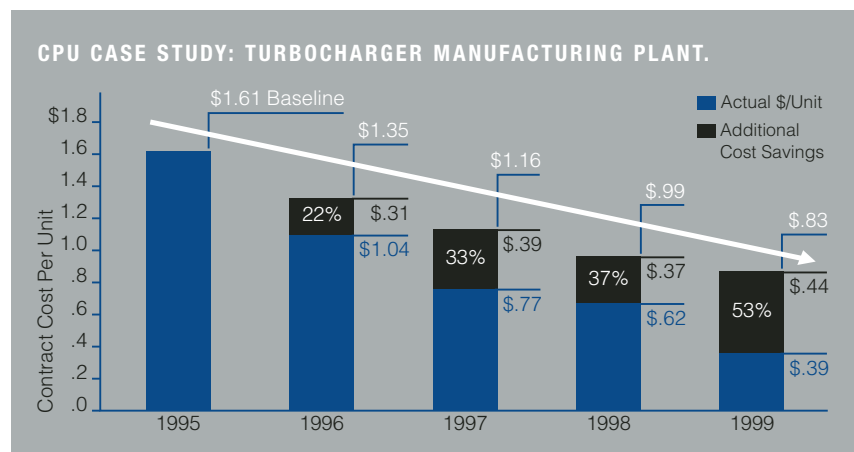
Quaker Management Services programs are based on the confidence and trust of our customers built over time. Trust to deliver what we promise, quickly.

Such relationships are built on two fundamental principles: applying our expertise and delivering the results.

We translate these principles into a process that we call the value proposition. We start this process with our knowledge and experience to uncover savings and improvements in efficiency and quality. Next, we quantify the value we deliver. Then the cycle begins again.

## Our Value Proposition focuses on your needs.

Every company's need for chemical management services is different. That's why QMS is defined in four different levels of integration.



**“Quaker has exceeded our Chemical Management performance expectations. Our costs have been significantly reduced and the relationship with Quaker requires little maintenance on our part.”**

*...Facility & Services Manager at an automotive parts manufacturing company*

#### HOW QMS CREATES VALUE.

- Sourcing and Procurement
  - Reduced chemical purchases
  - Product consolidation
- Health, Safety and Environmental Improvement
  - Reduced chemical waste
- Process Control and Improvement
  - Increased productivity
  - Reduced scrap/waste metal
  - Improved quality of finished product
- Leveraging Cost Savings
  - Lower total cost per ton/unit
  - Reduced downtime
  - Increased tool/roll life

#### 1. Starting with chemical procurement.

Quaker assumes responsibility for your entire inventory of process chemicals. That means you'll get out from under the burdens of placing orders, ensuring delivery, and controlling inventory. And that translates into savings.

You'll experience labor and cost savings. You'll benefit from the basic efficiency of QMS, because we aggressively pursue the lowest costs for chemical supply—regardless of the source.

#### 2. Health, Safety and Environmental

**Tracking & Compliance.** With Quaker's commitment to environmental protection and health and safety standards you can be assured of compliance and industry leading product stewardship, based on our expertise and our proprietary ChemTRAQ® software.

ChemTRAQ is a comprehensive database developed to meet regulatory standards.

You'll know that MSDS and environmental reporting are always managed quickly and efficiently.

#### 3. Turning knowledge into value

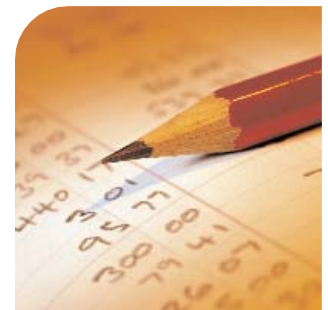
**with process monitoring.** The on-site Quaker team at your plant will be committed to working with your plant management organization to optimize your production processes. The team will use Quaker's product knowledge and analytical capabilities to leverage the knowledge and experience of your plant staff to resolve problems and optimize processes quickly and efficiently.

#### THE FOUR DIFFERENT LEVELS OF INTEGRATION.

##### 1. CHEMICAL PROCUREMENT



##### 2. ENVIRONMENTAL TRACKING AND REPORTING



##### 3. PROCESS MONITORING AND CONTROL



##### 4. GUARANTEED IMPROVEMENTS IN COST AND QUALITY



**"In this new model, manufacturers shift away from a traditional supplier relationship to a strategic alliance with a chemical service provider... Results to date indicate that this service model has proven to achieve resource efficiency, process innovation, and significant cost savings."**

*...Chemical Strategies Partnership*

The on-site Quaker team serves as your eyes and ears, capturing data and analyzing the results to provide you with reports and recommendations on how to reduce costs and improve performance.

Quaker's ChemTRAQ® software database establishes baselines, reports on process conditions, and identifies problems. This software can also model your plant on a machine-by-machine basis to track and quantify improvements to your operation.

**IT'S MUCH MORE THAN CHECKING FLUID AND CONCENTRATION LEVELS.**

Process monitoring inspections include:

- Daily interaction with equipment operators
- Identifying and resolving employee health and safety concerns
- Troubleshooting chemical-related problems
- Identifying process improvements
- Participating in plant quality and process improvement groups
- Meeting with suppliers for product recommendations and problem resolution
- Documenting areas that are "out of spec"



**“Providing high quality rolling fluids is a small part of what Quaker provides. The ability to bring in outside expertise on a whole host of issues is the portion of Quaker’s Commitment to us that we value most.”**

*...A Major North American Cold Mill Manager*

**4. Leveraging improvements in cost and quality.** At the highest level of Quaker involvement, QMS is more than a service for your plant or company—it’s a true partnership from which both sides benefit. Best of all, we guarantee the results.

A prime example of the potential is an automotive manufacturer who Quaker serves at 17 locations which have two primary metalworking processes: machining and grinding, and forming. The extent of this comprehensive program allows for extensive benchmarking of best practices and cost per unit to provide leveraged cost savings.

In another example, a QMS program followed a production facility as it relocated to another part of the world—and Quaker staff had input at every

step of the design and planning process for the new facility.

**It’s a proven way to reach lowest bottom line costs.** Quaker is delivering benefits to companies at 50 plant locations around the world. Our contracts are long term and have been renewed 90% of the time by satisfied customers. When you look at the kind of financial results we generate, it’s easy to see why.

**To learn how Quaker can help you reach your goals for lowest bottom line costs, contact Quaker at 877-537-1494; +1-610-832-4337. Or visit [www.quakerchem.com](http://www.quakerchem.com) to find the Quaker office nearest you—anywhere in the world.**

