



Project Management Vendor Inspection/Expediting Quality Assurance Services

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Partners in Quality **E-Newsletter**

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Message From The Board

The NDE Global organization is proud to bring you the first of many issues of the “Partners in Quality” E-Newsletter. We feel that it is an important part of our business relationship that we create a forum to share our advancements in technology, regional growth, changes to our infrastructure and, most importantly, our commitment to exceeding your expectations.

Since opening its doors in 1993, our company has been built around two constant philosophies. First to create an environment that values people, develops individual skills, and instills the desire to pursue continual improvement. Second to provide value added services to our customers to ensure that we maintain the highest level of confidence and satisfaction.

So, on behalf of our board of directors, managers, field personnel and employees, we hope that you will enjoy learning more about our company and its employees through this inaugural issue of the “Partners in Quality” E-Newsletter.

Angela Jackson
NDE Global Board Director 

PARTNERS IN QUALITY
E-NEWSLETTER

Congratulations Are In Order

At the Aramco Overseas Company Annual Inspection Agency meeting held in June 2008 in Italy, NDE Technical Services GmbH was awarded a “Certificate of Appreciation by Aramco Overseas Company for achieving and maintaining the highest performance among other agencies.”

Mr. Ray Elders was also awarded a “Certificate of Appreciation for outstanding contribution to Quality” for the services provided by him to Aramco.

The Annual Inspection Agency meeting is a forum where Aramco and all of their contracted agencies meet for an exchange of information about critical matters such as:

- *Quality Issues*
- *Aramco Project Planning, and*
- *Improvement Potential from Both Sides* 



Mr. Doug Davies, NDE Technical Director, makes a presentation on the subject of “Partners in Success” at the Aramco meeting, Italy, 2008.

NDE QUALITY SYSTEMS INC.

397 North Sam Houston Parkway East, Suite 200
Houston, Texas 77060-2402
USA
E-Mail: sales@ndequality.com

WWW.NDEGLOBAL.COM

USA 001-281-847-4300 / CHINA 86-21-6106-1451 / GERMANY 0049-2161-495280 / ITALY 039-035-231630

NDE Technical Services Group

In 2007, NDE Global created a separate operating group in the Houston office that would focus its efforts to provide Project Quality Assurance system development and Inspection Management Services for our clients under the direction of James Trimble, Andre La Strapés and Mr. Sydney Thornley. **Our technical professionals have created a complete project management structure for managing major projects around the world.** This team has also developed management processes, procedures, training programs and a web-based software management tool program that will make NDE Global the quality leader in the engineering and construction industries. In these two brief years, the group has won several projects including an inspection management contract of 25 ethanol plants for Delta-T Corporation and three ethanol plants for E-85 Corporation. Additionally, NDE Global has been awarded a management contract for the ExxonMobil Sabine Pass LNG terminal. **NDE**

NDE Houston Wins Angola FPSO Conversion Contract

NDE Houston was awarded an inspection management contract for an FPSO project for Angola with Modéc Corporation. This project will be under the direction of our Project Manager, Andre La Strapés. He will head the team of inspection coordinators and inspectors in Asia, Europe and the United States. Mr. La Strapés will be working with our new database system that will equip NDE Global with the tools to provide additional management controls for the project. This will include:

Planning/Set-up

- *Budget Control and Forecasting*
- *PIM Schedules*
- *AML*
- *Criticality Rating*
- *Number of Visits per Purchase Order*

Reporting

- *Status of all outstanding issues, action items and communication between Inspector and Package Engineer.*
- *Complete detailing of all NCRs, action items, etc.*
- *Tracking of SDRL and ABS requirements.*
- *Photographs of equipment.*
- *Punch List completion prior to IRC release.*
- *Gather lessons learned at end of project.* **NDE**

An Inspector's Point-of-view



Many of our clients never have the opportunity to see or meet the person who may be involved on their project. Richard Henderson worked with NDE Global for more than seven years and brings over 25 years of experience and knowledge to the table each day. He is extremely capable with any inspection, but his specialty is coating. Here are his words when asked to describe his professional experience with NDE.

"It is not every day that a person (man or woman) gets to perform the work that he or she loves, but there are exceptions – I am one of those exceptions. I have been in the oil and gas industry for over 25 years, and have been an inspector for NDE Quality Systems, Inc. for seven years – I have seen many projects from start to finish. I enjoy working with the professional office staff, coordinators, and the quality team of inspectors that NDE Global has managed to keep in their, what I call, 'family-type' business. Each person is challenged to better themselves in the way of in-house NDE training, safety training, opportunities to take continuing education classes, and room for growth within the organization. Our other affiliate offices with NDE Global hold the same high standards for their employees and contract inspectors as the Houston office. NDE provided me with the opportunity to continue my NACE coating training by sending me to the NACE Level III certification program, which I still hold today. I look forward to many years of enjoyment working for the professional organizations that are NDE's clients, and continue to provide quality inspection services wherever needed." **NDE**

Richard Henderson

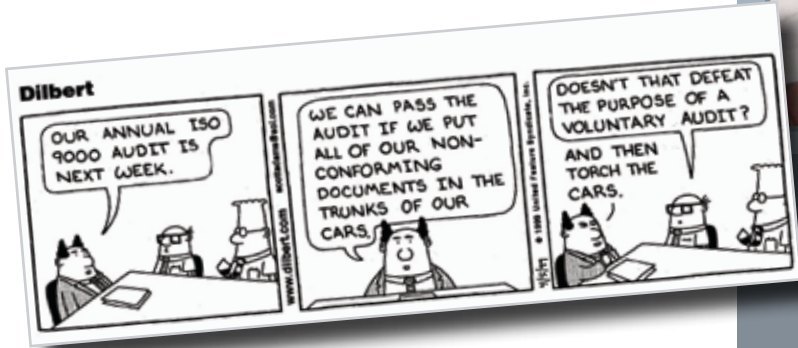
WORLDWIDE LEADER

ISO 9001 Certified

In 2000, NDE GmbH was awarded their ISO 9001 Certification. Following their lead, the USA office received ISO 9001 Certification in 2007. Their first audit proved to be outstanding. Next on the agenda is the NDE Richtech/China office. Our goal is that each office obtains and maintains this Certification as a commitment to the industry.



Pictured L-R: Bill Sullivan (Sales & Marketing Director, DNV), Monica Jank (Operations Manager, NDE Quality Systems, Inc.), Tom Dever (Quality Advisor, NDE Quality Systems, Inc.) and David Peterson (President, NDE Quality Systems, Inc.).



Italy Office Opens September 2008

Welcome Mr. Guy Antonioli, Technical Director, and Ms. Marina Antonioli, Office Manager. Together the Antoniolis will lead the newly-opened NDE Technical Services office in Bergamo, Italy. Our corporate office in Germany for technical and financial matters will support this office. Once again, NDE Global strives to give you the additional support, staff and choice needed to perform to our high standards.




Software Developments

In 2008, NDE Global updated and improved its in-house software program, Operating Management System. With only a few keystrokes, our coordinators can provide our clients with up-to-the-minute information pertaining to the control of itineraries, personnel, budgets, invoicing and more. Future updates will include client and inspector access, and the integration of email communication.





Hurricane Ike

On September 12, 2008, Hurricane Ike struck the Gulf Coast shoreline causing catastrophic damage to Galveston and the entire surrounding Houston area. NDE Global's Houston office sustained broken windows, flooded offices and loss of electricity for weeks. **We are happy to report that no employees were hurt during the storm.** We have regained our power and internet services, and recognize that the storm created quite a few inconveniences for employees, clients and the entire NDE Global group. 



A Quality Moment With Sydney


Why do some project teams fail?

A team is defined as two or more people working together to achieve a common goal. Finding quality players is easy - the hard part for any manager is getting all parties to join forces and play as a "team." See this full article at www.ndeglobal.com

Reason for Failure:

1. No clear vision. All parties are not sure about the scope of work.
2. Limited understanding of what the other parties will produce or provide.
3. Assumptions as to how the team will operate.
4. Focus on personalities rather than the work to be done.
5. Focus on individual vs. team success. An individual's agenda dominates.
6. Lack of knowledge of others and generally a low level of trust.

Sydney's entire article, including remedies that will help you create successful projects, can be found on the web site, www.ndeglobal.com.

Sydney Thornley is our Quality Assurance Expert. He has great insight into the world of Quality. In his current "Quality Moment" Sydney focuses on project failures. See his biography on the web site. 

TEAMWORK
LEADS
TO
SUCCESS.

NDE Quality Systems Inc.

397 N. Sam Houston Pkwy E.,
Suite 200
Houston, Texas 77060-2402
USA
Tel: 001-281-847-4300
Fax: 001-281-847-4339
E-Mail:
Sales@ndequality.com
Web site:
www.ndeglobal.com

NDE Technical Services GmbH

Konrad-Zuse-Ring 6
41179 Moenchengladbach
Germany
Tel: 0049-2161-495280
Fax: 004-2161-4952829
E-Mail:
Admin@ndegermany.com
Web site:
www.ndegermany.com

NDE Richtech China Ltd.

16th Floor, Rm 1608D, W. Tower
Eton Place
No. 69 Dongfang Road
Pudong District
Shanghai 200120
P.R. China
Tel: 86-21-6106-1451
E-Mail:
Admin@NDEchina.com
Web site:
www.ndechina.com

NDE Technical Services Srl

Via San Giacomo 42
24129 Bergamo (BG)
Italy
Tel: 039-035-231630
Fax: 039-035-2281256
E-Mail:
Admin@NDEitaly.com
Web site:
www.ndeitaly.com