

Background

- 1996

The General Management of **SNDP** has decided since 1996 to start the setting up of a quality assurance system for all activities in conformity with the ISO 9000 standards.

Therefore, a preliminary diagnosis was carried out in order to decide upon the feasibility of such a project as well as the activities which would be covered. This diagnosis was carried out by an assistance team specialized in the field of quality systems (March 1996).

The final report recommended the progressive adoption of the process for the following activities individually:

- JET A1 **activity**,
- Lubricant **activity**,
- Fuel **activity**,
- Gas **activity**.

It was possible to start the setting up of the ISO 9002 quality system in January 1997 for the « **Marketing and distribution of liquid hydrocarbons for air transport JET A1** » with the «Committee for quality improvement».

In March 1997, the committee started the setting up of the quality system for the "**Marketing and distribution of lubricants: oils and greases**".

The Committee is made up of a quality correspondent for each activity, with a quality assurance coordinator.

These efforts brought about the ISO 9002 certification in 1997 for both activities.

In January 1998, the setting up of the quality system for the gasoline activity started and then, in February the gas activity. This process is now operating again with training sessions relating to the ISO 9000 – Version 2000. The quality group was also enlarged to include other members.

- 2000

In December 2000, both certificates were merged on the occasion of the audit for the renewing of the ISO certification.

- 2001-2002-2003

Follow up audits are successfully carried out and SNDP is preparing the migration to the ISO 9000- 2000 in 2003.

- 2005

AGIL S.A. obtained its certification according to the ISO 9001-2000 Version in October 2005, for its activities of: **MARKETING AND DISTRIBUTION OF LIQUID HYDROCARBONS, JET A1, FUELS, LUBRICANTS AND LPG IN BULK.**

The advantages of Certification

- The quality system **and ISO 9000 certifications** allowed SNDP to conclude partnership agreements with **AGIP- Italy**, in the field of JET A1 marketing.
- The certification also brought about more clients who are more and more demanding in the field of quality.
- The personnel feel involved in this project and are concerned with its success.