



## 1. COMPANY

**Carter Process Control GmbH** has been set up to be a major business focused on the design and manufacture of control valves spare parts and related products, replacing parts already installed in control valves and providing specialist support services to Oil & Gas, LNG, Power and other process plant users.

The company offers to the market the following:

- Replacement control valve parts for CCI/BTG Valves
- Upgraded Valve internals (Performance enhanced)
- Control Valve Soft Goods Kits (from stock)
- Actuator Soft Goods Kits (from stock)
- Control Valve trim retrofit solutions
- Multi Stage Tungsten Carbide Choke Valve Trims
- Engineering led critical valve performance services and remedial solutions

### 1.1 Company History

**Carter Process Control GmbH** founded in 2008 employs technically competent personnel with more than 35 years experience in the control valve market place globally. With capabilities in design, development, manufacture and service, as well as reengineering existing OEM valves and valve parts.

**Carter Process Control GmbH** has its head office for sales and technical support in Vienna Austria and utilizes experienced regional representatives globally in our selling network. The resources are employed in Sales, Engineering, Design and Manufacturing. Sub suppliers are a key integral factor to our business success and are valued partners in supplying timely and accurate products to the highest quality.

### 1.2 Address & Contact Details

Registered Office Address:

Perfektastrasse 87/Top 7 + 9  
Wien/Vienna  
1230  
Austria

VAT Number: ATU 65261904

Company Registration: FN 334978s



Sales & Technical Support Address:

Perfektastrasse 87/Top 7 + 9  
Wien/Vienna  
1230  
Austria  
Tel: +43 (01) 2126206

Email: [sales@carterprocess.com](mailto:sales@carterprocess.com)  
Website: [www.carterprocess.com](http://www.carterprocess.com)

USA Head Office

1544 Sawdust Rd. #404  
The Woodlands, TX 77380  
USA

Tel: +1 281-705-2091

Email: [jmiller@carterprocess.com](mailto:jmiller@carterprocess.com)

**Worldwide Representatives and local locations can be found on the website**

**[www.carterprocess.com](http://www.carterprocess.com)**

## **2. ORGANISATION**

### **2.1 Carter Process Control GmbH- Management Organisation**

|                                  |                      |
|----------------------------------|----------------------|
| Managing Director                | S. Carter            |
| Financial Controller             | S. Machtl (External) |
| Engineering / Technical Director | P. Graussam          |
| Inside Sales                     | J. Rapant            |
| Order Entry                      | Various              |
| Executive Assistant              | R. Fegerl            |
| Design Engineering               | A. Manfredi          |

## 2.2 Financial Accounts

Carter Process Control GmbH audited company financial accounts are available on request.

## 3. PRODUCTS & SERVICES

### 3.1 Summary of Manufacturing & Support Services – **Carter Process Control GmbH**

- After-market services in support of all Carter Process Control GmbH products, including field commissioning and spares supply.
  
- Specialist field support can be organised for any location in the world.
- 24 hour emergency call out service.
- Valve failure analysis — studies & reports.
- Valve performance & trend analysis.
- Control & control choke valve retrofit solutions.
- Re-engineered control valve solutions.
- Supply of OEM & Equivalent replacement parts.
- Proactive enhanced aftermarket valve healthcare service.
  
- Established product upgrade packages for all control valve manufacturers.
- On-site / Field repair & commissioning service engineers.

#### **4. PRODUCTION FACILITIES & CAPABILITIES**

##### **4.1     Manufacturing Resources – Carter Process Control GmbH**

The primary manufacturing location for valves and spare parts is Austria.

Facilities are owned by others and are controlled under our sub supplier auditing program:

##### **4.2     Standards**

A list of National / International standards used in Carter Process Control GmbH product construction & organisation is available on request. Carter Process Control GmbH valve and actuator parts are supported both by laboratory testing and field proven trials together providing many years of experience. This ensures that we continue to meet exacting international standards.

##### **4.3     Sub-Contracting**

Carter Process Control GmbH provide from their own resources the work involved in the design and manufacture of the valve parts within their supply. However, depending upon customer valve material requirements we may purchase from our approved ISO 9001 supplier's list to complete the assembly, such as Valves, Positioners, Airsets and other accessories.

All raw material and castings are also provided from our approved supplier's list, together with specialist requirements such as Radiograph and Ultrasonic testing.

## **5. ENGINEERING CAPABILITIES**

### **5.1 Design Resources**

Control valve parts manufactured by Carter Process Control GmbH are designed to ANSI and or DIN standards.

Design & development of the Carter Process Control GmbH product range is carried out by our own technical research & development engineers using the latest IT, Engineering Management and CAD Systems including AutoDesk Inventor 3D design technology.

Quality Assurance systems including Design & Development are in accordance with EN ISO 9001.

### **5.2 R & D Activities**

At Carter Process Control GmbH R & D activities are ongoing with regard to new product development including new material usage, hardness and brazing techniques etc.

## **6. LOGISTICS**

### **6.1 Computer Storage & Progress Control**

All Carter Process Control GmbH manufactured parts are monitored and controlled by a computerised MRP (Materials Requirement Planning) system which enables raw material purchase, manufacture and progress control to be easily accessible at all times.

### **6.2 Shipping Capabilities**

The manufacturing facility in Austria is fully equipped with its own finishing and packing section and we are able to provide all products packed in accordance with our own internal Export Air & Sea Freight standards together with customer standards should they be required for any specific contract.

Carter Process Control GmbH are also fully aware of the growing global concern over the movement of wooden material included in transit packaging due to the risk of spreading diseases and pests that may live in untreated wood.

The U.N have developed a new International Standard for Phytosanitary Measures (ISPM15) designed to prevent the harbouring of pests including the Pinewood Nematode, *Bursaphelenchus Xilophilus*, which carries pine wilt disease, a major threat to pine forests. This measure requires timber to be treated to exacting standards, ensuring that all infestations are removed.

ISPM15 is to be implemented on a global scale with some countries already adopting the standard. Carter Process Control have already undertaken the option to supply transit packaging in accordance with this standard and are able to provide phytosanitary certification should this be required for any specific contract.

Transport for all products is arranged through our own approved list of independent haulier's, customer specific freight companies or our own transport for emergency or unsociable hour requirements.

## **7. REFERENCES**

### **7.1 Major Contracts**

A summary of Carter Process Control GmbH Major Contracts are available on request.

## **8. QUALITY MANAGEMENT**

### **8.1 Quality Management Systems**

Carter Process Control GmbH has certification for quality assurance systems in accordance with the following standards:

EN ISO 9001 certified by TUV Certificate Number 20 100 112006635

## 8.2 Sub-Vendor / Sub-Contractor Management

Carter Process Control GmbH procedures for purchasing selection, control and monitoring are in accordance with ISO 9001. All potential suppliers are assessed, where the supplier is not ISO 9001 approved, a full quality and capability assessment

is carried out by our own qualified personnel or independent body.

Supplier performance is held on internal data systems, showing levels of non-conforming product / deliveries by month and by cumulative percentages. A supplier performance review is carried out internally.

## 8.3 Performance Improvement

System Improvements: The quality management system is under continual improvement by the managing director / quality manager.

Continual Improvements: The quality manager maintains a file of improvements to the system, processes and products

Product Improvements: The products are under constant review and improvements are made where possible within the parameters of legal requirements and customer / regulatory specifications.

## 8.4 Performance Feedback

The main tool Carter Process Control GmbH uses to assess customer satisfaction is our complaints system which is maintained on an Access software database. However, satisfaction (as opposed to a measure of dissatisfaction) is also gauged in a number of different ways.

Meetings take place with major customers at regular intervals, at which the level of satisfaction with the product or service is one topic. Minutes of these meetings are retained as a record.

Customer surveys are occasionally carried out whereby customers are randomly selected during sales / engineering / quality visit and a report compiled that contains categories such as on-time deliveries, price, correct deliveries, after-sales service and general satisfaction with the performance of the product.

## **9. ENVIRONMENT, HEALTH & SAFETY**

### **9.1 EHS Management & Organisation**

Carter Process Control is committed to ISO: 14001, EHS objectives and are constantly monitored

Our ISO: 14001 accreditation number is 201041630015936

### **9.2 EHS Responsibility**

The Managing Director, takes the main responsibility for environmental, health & safety matters relating to the Carter Process Control GmbH organisation.

### **9.3 EHS Assurances**

- Carter Process Control GmbH can assure customer's that in the manufacturing process of all products within our scope of supply, none of the following is incorporated:

Polychlorinated Biphenyls (PCB)

Chloroflourocarbons (CFC)

Volatile organic compounds (VOC)

- Carter Process Control GmbH can assure customer's that the following environmentally damaging materials are never used in our manufacturing process:

Asbestos, or

Products containing Asbestos, or

Substances classified as category 2 carcinogen by EC Directive

- Carter Process Control GmbH can assure that we will do our utmost, wherever economically practicable, to optimise our packing such as:

Use of re-usable packing

Use of re-cyclable materials only

Use of biodegradable materials only

## **10. AUTHORISATION**

Carter Process Control GmbH confirm the information given in this qualification document is true and correct at the time of completion.



Authorised by : Steven Carter  
Designation : Managing Director

Date : 5<sup>th</sup> Feb 2025