

Our Commitment.....

Shell Lubricants is committed to continuous quality improvement. Customers expect this commitment from Shell Lubricants and our Distributors. The DPQA Program provides standards and inspections to assist and monitor the quality of Distributors who are authorized to handle and or repackage bulk lubricants. This is accomplished by contractually requiring any Distributor to meet and maintain a "DPQA" quality system, which is designed to provide customers with the highest quality products possible.



D - Distributor

P - Product

Q - Quality

A - Assurance

Shell Lubricants DISTRIBUTOR PRODUCT QUALITY ASSURANCE PROGRAM



Shell Lubricants manufactures and distributes lubricants, greases, antifreeze/coolants, and car care products under various brands, including Shell, Pennzoil, and Quaker State.

**Shell Lubricants
DPQA Program
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US Distributors - For purposes of this brochure, Shell Lubricants means Pennzoil Quaker State Company (doing business as SOPUS Products), a Shell Group company engaged in the lubricants business in the US.

Canadian Distributors - For purposes of this brochure, Shell Lubricants means, collectively, Pennzoil-Quaker State Canada Incorporated and Shell Canada Products, both Shell Group companies engaged in the lubricants business in Canada.



This is your

INVITATION

to visit your

**SHELL
LUBRICANTS
DISTRIBUTOR**

and witness for yourself our

**Highest Quality
of
Distributor Operations**

Distributor Product Quality Assurance Program

The name says it all:

The Distributor Product Quality Assurance program has been designed in an effort to ensure that every Shell Lubricants product meets the highest level of quality in the industry, from the moment of manufacture to the time our distributors deliver them to customers. To do this, we contractually require each of our distributors to meet and maintain a DPQA system that covers the following crucial areas at their location:

- Administrative handling
- Warehouse
- Transport truck receiving/unloading
- All transfer piping in facility
- Bulk tanks
- Container filling
- Bulk Loading
- Distributors Bulk Vehicles/Vessels
- Bulk Unloading
- Antifreeze handling
- Brake Fluid handling
- Turbine Products handling
- DPQA Inspection - Routine Sampling
- DPQA Random Sampling Program
- Chain of Custody Evaluations

We set the bar high...

Maintaining stringent standards throughout the chain of custody is a never-ending commitment. For the mutual benefit of our company, our distributors, and our customers along the way, Shell Lubricants does not compromise on this key issue. Our distributors must support the DPQA Program in handling Shell Lubricants products.

The advantages of a genuine DPQA culture are many.....

For example:

- **Provides our highest quality product**
- **Helps reduce product contamination**
- **Nationwide consistency of distribution system**
- **Meets OEM requirements consistently**
- **Improves Distributors Inventory management**
- **Maintains original production quality**



Our Belief.....

Shell Lubricants believes that our business success depends upon Distributors who are quality oriented. We select Distributors who are willing to support our quality policies, values and objectives. A primary quality objective is to develop relationships with Distributors who are committed to continuous improvement and who are willing to become involved in long-term quality commitments.