



Reliability Center, Inc. Client Testimonials



"We are very pleased with the results, as a matter of fact; Reliability Center Inc. (RCI) was a significant contributor as we closed out our fiscal year around \$17,000,000 below budget."

Dennis E. Love
General Manager, Mining, Syncrude Canada

"We have continued to increase our plant throughput year after year reaching a record 67 million barrels of synthetic crude oil. This represents a 24% improvement in throughput over a 4 year period"

Eric P. Newell
President and CEO, Syncrude Canada, Ltd.

"From the results that it [Reliability Center's Basic Failure Analysis (BFA) process] can achieve, I have a difficult time understanding why every company in the U.S. does not make use of BFA as a regular part of the way they conduct business."

Vernon Kingsbury
Maintenance Analyst, Lafarge Corporation

"Our most visible improvement is that our onstream time and production have increased substantially. Using a twelve month moving average our annual production rate is improved by 20% in the ammonia unit and by 32% in the urea unit."

Ernie Elsbury
Plant Manager, Arcadian Corporation

"I had a meeting with our VP last week and he was very impressed and blew him away with the [PROACT] methodology and the ability of the program to compile a full analysis and generate a report for him."

Richard Wickboldt
University of Michigan, Central Power Plant

"Eastman Chemical has steadily reduced our level of complaints [customer] since we initiated the PROACT RCA process, whereby we currently have half the level of complaints corporately as we did 3 years ago."

**Gary Hallen, Global Customer Focus Manager,
Eastman Chemical Company**

"Your work (Reliability Center) with our Reliability Team has enabled many of our Business Units to develop or improve their Reliability culture which has translated into improved business performance. Texaco has had significant and widespread financial benefits from its Reliability efforts. These efforts have specifically resulted in improved production quality and volumes, increased maintenance precision and improved business focus."

Lester A. Wilkes
Vice President, Texaco, USA

"In a world of "light speed" growth relating to hardware technology, we can easily lose focus of the Reliability path that was chosen. Your PROACT RCA methodology allows an individual the ability to pull their vision back from the technology clamor and see the path forward from 30,000 feet."

Terry A. Gierulski, President, Integrated Computer Concepts

"The activities undertaken by RCI were under the guidance and direction of their President, Mr. Charles J. Latino, who provided inspired leadership in successfully working with the facility to achieve significant progress."

Roland Kell, General Manager, Pembroke Cracking Company