

ISO 9001:2008 Certification Announcement

National Pump Company, Glendale, Arizona, is pleased to announce that our quality assurance system has been certified, according to procedures listed in ISO 9001:2008. This certification, provided by NQA USA, illustrates our continued commitment to our customers to continuously improve the quality of our products and services through empowered employees and Top Management support.

ISO 9001 is a set of international standard and guidance documents developed by a consortium of over 114 countries for quality management and quality assurance. The standard represents an international consensus on good management practices with the purpose to ensure the organization will repeatedly deliver the product or services that meet the client's quality requirements.

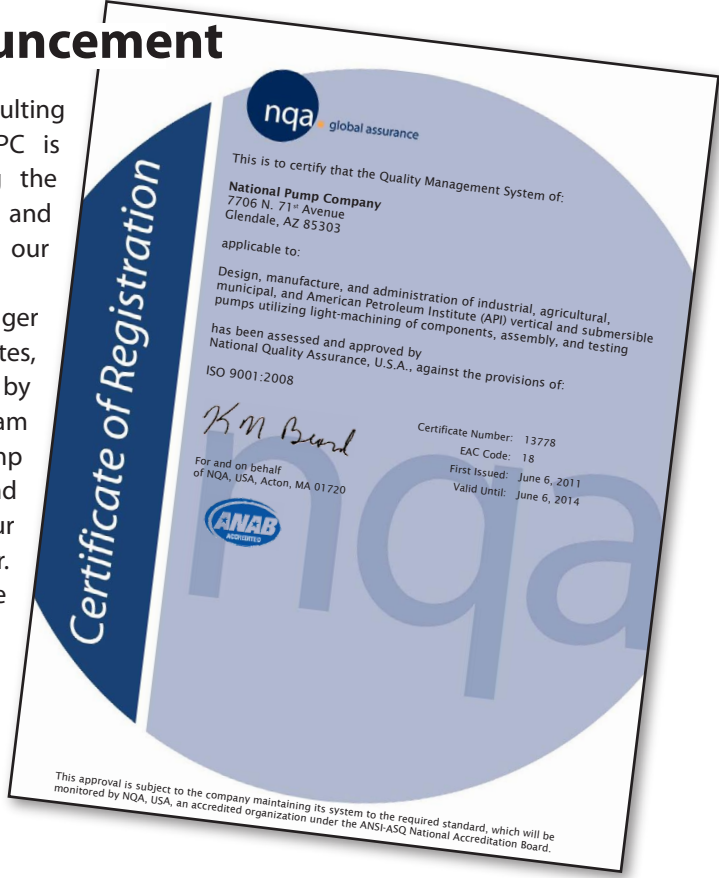
The governing body of the International Organization of Standardization (ISO) qualifies NQA USA as a recognized assessment organization that has the authority to grant certification to the ISO 9001:2008 standard. National Pump Company successfully completed an extensive document review and internal audit processes conducted by NQA professional Auditors that demonstrated our compliance to all elements required by the standard. The review included evidence of continued internal auditing efforts, a structured and scheduled management review, and most importantly the ability to ensure continuously quality improvements.

ISO Certification requires that all products made by National Pump Company in Glendale, Arizona, are produced using a consistent quality management system that assures uniformity in design and manufacturing of our products. Our quality system begins at the time a quote is requested until after shipment

to the customer, resulting in a testament that NPC is committed to providing the best quality products and services possible for all our customers.

Martin Anthony, Manager of Quality Assurance states, "The tremendous effort by the entire Management Team and Staff of National Pump has made this happen and we all will take pride in our accomplishment together. Although we have achieved our goal, as you know the work is far from done. We will continue to work diligently together to improve our process, communications, and most importantly – our customers' satisfaction."

We specifically recognize the efforts of the ISO 9001 Implementation Team: Bruce Akin, *Manager of Production*; Martin Anthony, *Manager of Quality Assurance*; Patrick McNulty, *Manager of Customer Service*; Pat Sylvain, *Manager of Purchasing*; and Bruce Ticknor, *Manager of Engineering*.



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From the Desk of...
Roger Jeschke



Exciting things are happening at National Pump Company, not the least of which is the recent announcement of the Glendale, Arizona's plant being approved for ISO 9001:2008 Certification.

We are proud to have earned this distinction for our Quality Management System. Our staff's continued dedication to improving an already good thing and making it better, is what helped earn this nod of approval from National Quality Assurance, U.S.A.

Please be sure to read the feature article on page 1 of this newsletter for more detailed information regarding this achievement.

NPC Makes 30-Year-Old Pumps Energy Efficient Again (Georgia Branch)

Energy savings is an important topic for all industries today. Likewise, when a major printing company in Georgia underwent an energy savings study, they found their 30-year-old cooling water pumps were not energy efficient and were not furnishing enough water for their operation. Although the pumps had received regular maintenance, they were due for a major overhaul.

NPC was asked to utilize the existing

discharge head and provide all new components. The head was blasted and re-machined to accommodate a modern mechanical seal. All new column and shafting and the addition of 2-stage, J12XHC bowl assemblies completed the comprehensive rebuild. The pumps are now successfully producing the necessary flow at 80% efficiency and the customer plans to have NPC rebuild seven more pumps.

Allen Hobratschk Recognized by the Hydraulic Institute at 2011 Annual Meeting

Allen Hobratschk, NPC's Executive Vice President, was recognized as a Standards VIP (*Very Important Participant*) for his technical leadership and contributions in the creation of ANSI/HI Standards, guidelines and education/training programs.

Allen was a member of the HI committee which produced *Rotodynamic (Centrifugal) Pumps for Manual Describing Installation, Operation, and Maintenance, ANSI/HI 1.4 2010*. This new standard, designed to establish a principle that provides for consistency in IOM manuals, will help the pump users locate information in their vendor manuals quickly and conveniently.

Additionally, as a member of the HI committee, he helped update the 2004 edition of the *Effects of Liquid Viscosity on Rotodynamic (Centrifugal and Vertical) Pump Performance, ANSI/HI 9.6.7-2010*. This updated standard provides better results and easier application by offering a mathematical solution that eliminates the potential error created by interpolation. The initial version of viscosity correction standard relied on interpolation of correction curves and nomographs.

For more information on the Hydraulic Institute, its member companies and Standards Partners, visit www.Pumps.org.

International News - NPC Successfully Meets Production Deadline

National Pump recently sold 5 - K20HC (1500 HP, 5-stage) pumps to a South American oil company. The pumps are installed at an oil field located on the eastern side of the Andes Mountains in the Amazon region.

The K20 pumps are pumping produced water, which is the water that comes from an oil well mixed with the crude oil. The wells produce 85 gallons of water for each gallon of oil extracted, so they will produce up to 2 million BPD of water.

Richard Bowie, NPC International Sales/API Market Sales Manager, secured this order based on meeting a 14 week production schedule. The 14 week deadline was accomplished by the NPC AZ team, lead by Allen Hobratschk (Executive Vice President), Bruce Akin (Production Manager) and Bruce Ticknor (Manager of Engineering).



Pump Station Location



National Pump – Here We Grow...AGAIN! (Olive Branch, MS)

NPC's branch operation in Olive Branch, MS recently finished the renovation of a 25'x 50' office area and made it into our first large capacity Training Room and Conference Center. Every NPC location has a conference room, but this is the first one that can seat 35 to 40 people comfortably. The new area boasts complete audio and digital (with DLP/THX) presentation capabilities in addition to providing drawing boards, flip charts, and NPC pump products and components used as training aides. This new conference area will be utilized to host in-house employee training, customer seminars and occasional annual/bi-annual sales meetings. This space was re-purposed as a result of increased distributor meetings and the need to hold training seminars for larger groups.

Each year NPC's National Sales Manager, Ken Kochamba requires his sales force to

conduct four to five customer "fly-ins" for each of his salesmen's territories. This means NPC could be holding over ten meetings per year. Our larger in-house conference room affords us the opportunity to train customers right at our production plant and warehouse facilities.

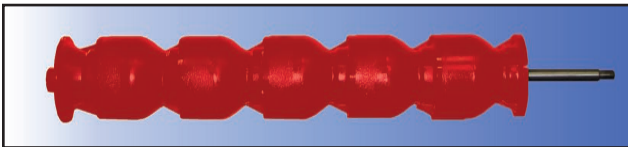
"Nothing is as good as having our customers visit us to see what we can actually do," said Steve Anglin, Manager of Branch Operations. "Currently, no other pump organization in this market can offer what National does. We're the ONLY operation of our kind that offers vertical pumps, on-site custom welding/fabrication, sandblasting/powder coating, special coatings, a certified test pit, tractor trailer delivery, UL508A



Steve Anglin (MS Branch Manager) teaches a pump class in the new training room.

panel shop, custom controls/programming, packaged pump stations, in-house CAD operations and engineering, and now, complete pump training."

New Product Release: NPC H16 Pump Model



New from National Pump is the H16 Pump Model (15.625" diameter), which completes the product range, between our already existing 14" and 18" pump models. The H16's peak performance is 4800 GPM @ 160' TDH per stage, with 86% Efficiency.

This new model is well suited for both lineshaft and submersible applications in the Irrigation, HVAC and Municipal Markets, where high efficiency is essential. Special materials available upon request.

Georgia Branch Holds Open House and Pump Training



Jason Peavy presents door prize winners with their awards. Shown left to right: Billy Jacobs of Jacobs Well Drilling, Virgil Smith of McClean and Smith Well Drilling, and James Pitts of Pitts Pump Service.

The Georgia Branch of NPC held a successful Open House/Vertical Turbine Pump Training on April 22, 2011. There were 19 AG/Well Customers who participated and received continuing education credits

(CEU) for their attendance and training.

The training class included pump configuration, electrical/VHS motors and control panels, gears and pump assembly.

NPC thanks all the suppliers who

contributed their time, training, and door prizes. Jeff Kostensko with Nidec Motors held training on the VHS motors; Ian Browne with Applied Motors held training on the controls and pump panels; Bob Detter with Franklin Electric held training on electrical motors. Jason Peavy, Operations Manager (GA) conducted training about NPC's website, along with pump sizing and turbine pump assembly.

Everyone enjoyed the assortment of door prizes, refreshments, and a catered barbeque lunch. We appreciate our sales team: Jason Peavy, Ken Kochamba, Jimmy Johnson, Donna Benford, Mark Boutwell, and Chuck Adcock for their teamwork in making this event so successful.

SEE US AT THESE TRADESHOWS:

SAWD Jubilee
July 31 - August 1
Myrtle Beach, SC

PUMP SYMPOSIUM
September 13 - 15
Houston, TX

GAGwP Well Show
September 24
St. Simon Island, GA

WEFTEC
October 17 - 19
Los Angeles, CA



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