

Satisfaction
HIGHEST
Quality



**Quality Assurance &
Consumer Care Program**

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QUALITY ASSURANCE & CONSUMER CARE PROGRAM

At Smitty's Supply Inc. it is our mission to provide quality products and dependable service to our customers at competitive prices. We strive for continuous improvement in all that we do and challenge ourselves to provide a full and complete line of products and service advantages above our competition.

We developed the Super S Satisfaction Program and Lubricant Warranty to guarantee the quality of the fluids and the packaging on all of our products.

QUALITY CONTROL AT ALL PRODUCTION STAGES

We assign quality control managers at all stages of production for inspection at specified intervals to ensure products are not only meeting customers satisfaction, but meeting Smitty's set rigorous standards which often times exceed industry specifications.





Our state-of-the art laboratory provides an integrated solution for quality assurance and process control utilizing modern equipment such as:

- Cannon Auto Viscometers
- Cannon Cold Cranking Simulator
- Brookfield Low Temperature Viscometer

Products are tested for the following quality criteria at all stages of production. Samples are taken from the top & bottom of vessels and at set intervals on production lines for thorough testing. Certificate of Analysis is issued for approved product, reviewed and signed by laboratory personnel and logged in the database.

- Kinematic viscosities
- Elemental quantities
- Elemental contamination
- Foreign contamination (water, etc...)

Smitty's Supply is proud to be an ISO 9001:20015 facility, which strives to meet the quality needs of all our customers.

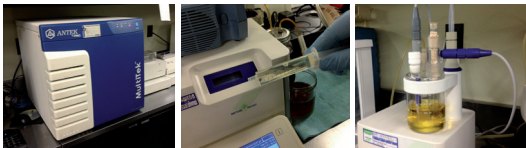
- We continually improve our processes on all levels and maintain a full-time, round-the-clock staff of highly trained Quality Assurance personnel.
- We perform daily equipment calibrations and maintain monthly metric systems to measure predetermined aspects of our business.
- Semi-annual internal audits are conducted of our entire facility and associated documentation to ensure we are meeting our annual business and quality goals.

Smitty's Supply Inc.

ISO 9001:2015

Certified Laboratory

Test Methods



TEST METHOD	ASTM METHOD
Nitrogen	ASTM D4629
Nitrogen	ASTM D5762
Viscosity @ 100°C	ASTM D7279
Viscosity @ 40°C	ASTM D7279
Viscosity Index	ASTM D2270
Cold Crank (Viscosity, cP)	ASTM D5293
Brookfield Viscosity (Viscosity, cP)	ASTM D2983
NOACK Volatility (Evaporation, % Loss)	ASTM D5800
X-Ray (Elemental Analysis, ppm)	ASTM D6481
Specific Gravity	ASTM D4052
Pour Point	ASTM D5949
ICP (Elemental Analysis, ppm)	ASTM D4951
Flash Point (Cleveland Open Cup)	ASTM D92
Flash Point (Pensky Martens Closed Cup)	ASTM D93
Color	ASTM D1500
Particle Count	ASTM D7647
Demulsibility (Water Separability)	ASTM D1401



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