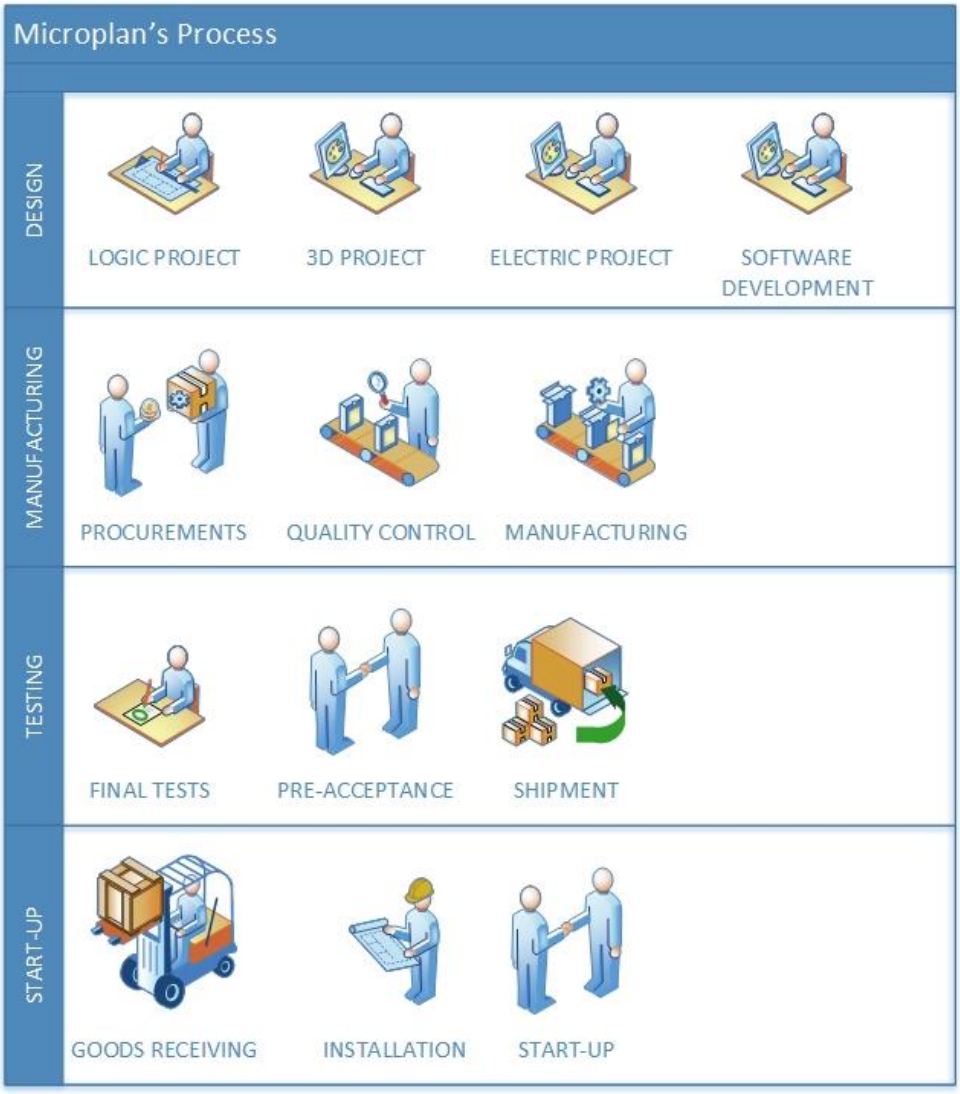
How does Microplan manage projects?

Every step of a Microplan project is:

- Based on written instructions
- Checked for quality and accuracy
- 100% Traceable

At Microplan, every project offers unique challenges because our projects are customized for the needs of each customer. Our goal is always to exceed our customers expectations by focusing our attention on the product development and controlling the process.

The following illustration provides an overview of Microplan's project management process. In some cases, our customers prefer to take control of individual steps such as transportation, installation and start up. Microplan always provides written installation, operation and maintenance instructions for our products. In addition, we are available for technical assistance via email or remote computer interface.



Throughout the project stages, several key milestones are important to maintaining Microplan's world-class quality:

Project Definition:

1. Contract review
2. Specification review
3. Milestone 0

Engineering Design:

4. Check system logic
5. Check mechanical design
6. Electrical system review
7. Software check and debugging
8. Milestone 1

Procurement:

9. Procurement review
10. Materials acceptance check
11. Pre-assembly check
12. PC & peripherals test
13. Milestone 2

Manufacturing:

14. Assembly check
15. Wiring inspection
16. Pre-functional test
17. Milestone 3

Final Quality Tests:

18. Electrical test
19. Electrical safety test
20. Sensors programming
21. Fluid circuit tests
22. Functional test
23. Repeatability check
24. Sensors cross check
25. Milestone 4

Pre-acceptance:

26. Pre-acceptance checklist
27. Pre-shipment checklist

Acceptance Testing:

28. Customer site visit and acceptance testing

Transportation:

29. Shipping inspection at customer site

Start-up:

30. Start-up checklist

Keeping our customers informed is one of the keys to Microplan's success. Providing the following documents by email as soon as they are ready is important to meeting our communication goals:

- Logic diagrams
- Preliminary layout (for unique applications)
- Installation requirements
- 3D System Models
- Status reports
- Spare parts lists

We manage our ongoing commitment to continuous improvements by implementing a proven series of key performance indicators (KPI). The most important indices are:

- Customer satisfaction
- Quality costs
- Productivity
- Lead time
- Customer warranty claims