

# QUALITY ASSURANCE AND ENVIRONMENTAL MANAGEMENT IN PROTAN



## Protan is certified in accordance with the international quality assurance standard ISO 9001

Customers place higher and higher demands on their suppliers. Therefore Protan has to make great efforts to ensure a positive company development.

A significant part of these efforts was the implementation of the internationally recognised quality assurance system ISO 9001, which took place in 1992.

Protan's system covers all activities in the company: Product, Development, Marketing and Sales, Purchasing, Distribution, Installation etc. Management of the company by such a system means that the number of faults and non-conformances is continually reduced. This in turn means an increase in customer satisfaction and a reduction of Protan's costs.

## Protan is managed by an established quality policy

Protan has approved a quality policy that describes the objectives and strategy for quality. The quality policy is not a formal statement but a management tool used in the day-to-day activities of the company.

## Protan continually monitors the system to ensure it operates in accordance to its stated purpose

The implementation of a quality assurance system involves costs and the use of internal resources. This is a large company investment and it is therefore necessary to monitor the effectiveness of the system and to ensure that objectives are met.

### At Protan we do this by:

1. International audits carried out by company employees
2. Third party audits carried out by Det Norske Veritas
3. Monitoring customer satisfaction by means of regular surveys
4. Recording of internal quality costs

System defects that might be found during any of the above will be analysed and remedied by corrective action.

## Protan contributes to a better environment by implementation of Environmental Management Systems according to ISO 14001

Protan has, since the Autumn 1997, systematically put efforts to improve our environmental performance. Programmes for reduction of the use of raw material and other natural resources, reduction of waste and pollution and other significant negative impacts on the local and global environment, have been approved.

All environmental aspects of our operation have been detected. No stone has been left unturned. The aspects that have a significant impact on the environment have been dealt with either by reduction objectives in our improving programmes or by becoming procedures in our QA System and Environmental Management System.

ISO 14001 is an Environmental Management System that covers all operations in Protan, such as Product Development, Marketing and Sales, Purchase, Production, Distribution, Installation, Service and Recycling. The system was certified by Det Norske Veritas in December 1997.





## An Environmental Policy for Protan is established

The policy states that Protan shall promote product solutions and attitudes which contribute to reducing the use of natural resources and that the operations will comply with relevant laws, regulations and self imposed requirements for the environment.

Development of production and products which produce a minimum of environmentally harmful waste, recirculation, reduction of waste and use of non-renewable resources. Focusing on sustainable development in our marketing and training for our own staff in environmental subjects are also activities that the policy makes sure will be carried out continually.

## Monitoring of the effect of the environmental management system

It is of utmost importance that the effect of the system is monitored. Without close follow-up the risk is obvious that the systems will end up in the bookshelf and will not help the environment in any aspect.

### Monitoring of the effect of Protan's systems is done by:

1. Surveillance of the development in the improvement programmes
2. Internal audits by own employees
3. Third party audits by Det Norske Veritas
4. Recording of pollution and noise
5. Registration of the number of nonconformances according to the systems

Any nonconformances will be analysed and remedied in the same manner as quality defects, by immediate corrective action.

## Protan – a forward looking company

Protan is the leading producer in Scandinavia of roofing membranes and coated textiles. Our biggest and best-known product is Protan Roofing and Waterproofing Membrane, which is used on buildings all over Europe.

Protan is a company with traditions. Our history is one of innovation, development and adaption to ever-changing market conditions and needs.

It began in 1939 with the production of latex-impregnated canvas lifejackets. With this as our starting-point, we have developed a number of products and production methods.

Our previous production of alginates from seaweed is well known. However, this part of the

company has been sold off, and we are concentrating on the production of roofing membranes and coated textiles.

We have an annual turnover of Nkr 516 million and a staff of approx. 500 (2001).

We have production plants in Drammen and Nesbyen in Norway. In addition we have roofing divisions in Norway, Denmark and Sweden, and sales offices in Great Britain and Poland.

Many of Protan's products protect the environment from pollution. Protan's maintenance-free silo bag and Protan's liners for manure pits prevent seepage that pollutes the terrain, groundwater and waterways. Membranes prevent leakages from oil-tanks which are dug down in the soil and oil-bags enable oil collection in the case of tanker losses.





## Our product range

### Protan Roofing and Waterproofing Membrane

Protan Roofing and Waterproofing Membranes are used for covering of new roofs and reroofing. They can be installed on both flat and pitched roofs and can be supplied in many colours, with or without profiles.

Protan Roofing and Waterproofing Membranes are welded with

hot air. No risk of fire occurs during installation.

Protan Membranes are impervious to wind and weather. The reinforced, plastic coated covering withstands UV-rays from the sun and yet retains its resilience in very cold conditions, year after year, in all weathers.



Foto: Fjellanger Widerøe AS

### Technical Textiles

Technical Textiles are used to tarpaulins, membranes for manure pits, silo-bags, warehouses, sports halls and a number of other applications. At many of the applications the products prevent haz-

ardous liquids from polluting the environment. The textiles are coated in Drammen and welded in our plant in Nesbyen or sold in rolls to a number of customers who are welding on their own.



### Ventiflex

Ventilation ducts provide the passage of fresh air into tunnels and mines. The duct must be airtight and be able to be connected underground into very long ventlines for the protection of working personnel. Protan Ventiflex meets all the require-

ments for safety and strength and is simple and easy to use. During transport the ducts can be folded together and need very little space. Protan Ventiflex duct is sold all around the world and Protan is the world's biggest producer of ventilation ducts.



### Wall covering

Protan's coated wallpapers are produced in a number of colours, patterns and widths specially designed for machine lamination to boards. Our biggest customers are producers of movable office parti-

tion walls and various types of construction sheets. A flexible production schedule makes it easy to meet the individual customer's requirements.



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