

What Quality Looks Like at MSI Pipe Protection Technologies



At MSI Pipe Protection Technologies we never take product or service quality for granted. In all aspects of our products and service, maintaining a high standard of quality is of utmost importance to us. Our customers have come to expect reliability when they purchase MSI products and peace-of-mind knowing that we back our products with outstanding service and high quality.

Within our commitment to help you deliver is a clear understanding of your needs as a customer, the integration of risk-based thinking into our business processes, and our continued compliance with ISO 9001:2015.

MSI Pipe Protection Technologies has been ISO 9001 certified since 1997 with an ever-evolving and improving quality management system. We regularly strive for continuous improvement throughout our entire organization by providing our employees with the proper training, tools, and information to enhance MSI's quality of both our products and our service.

The MSI Standard of Performance

- Industry and custom design excellence
- On-time delivery
- Proven in-field results
- High volume production capacity
- Unbeatable service levels

Product and Service Quality

Product Quality

MSI Pipe Protection Technologies maintains strict testing criteria for each pipe protection product we manufacture. We utilize the most rigid form of testing to routinely inspect the following areas:



Fit



Dimensional



Impact



Vibration



Hi/Low Temp Environment



UV Resistance



Strip Out



Corrosion

Our state-of-the-art quality testing lab has been redesigned with you in mind. In our lab, you will find top-of-the-line testing equipment from coordinate measuring equipment to our use of various Gagemaker tools, including Mic Trac. MSI is also equipped for extreme high and low temperature testing in which we can test for temperatures well outside of the standard -50°F to 150°F required by the American Petroleum Institute (API). The use of vibration table to perform tests in accordance with MIL-STD-810c and additional testing equipment such as impact, strip out, and corrosion testers, round out MSI's high-quality testing equipment.

As part of our effort to continuously improve, we have adopted the use of robotics on more than 50% of our injection molded machines to consistently remove parts from the machine and assist in the post-mold cooling process. In combination with our tight molding tolerances, we use a proprietary blend of resin that ensures the best performance possible.

Quality of Service

At MSI Pipe Protection Technologies we treat service quality as high as product quality. Our service commitment can be seen throughout the entire organization from your first point of contact during the quoting phase, to the timely delivery of our products at your door. Whether you need to inquire about which pipe protection products best meet your unique project needs or to place a routine re-order, we are here to give you the highest level of accuracy and consideration that we can provide. Our mission is simple; to help you deliver protected pipe, all day, every day.

To view or download MSI's current ISO 9001 certificate and to find other relevant industry certifications, visit <https://www.nov.com/about/our-business-units/tuboscope/tuboscope-certifications>