

ABB Power Technology



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ABB

Introduction

ABB Power Technology, a division of ABB Australasia, has produced this publication to enable customers to be informed as to our approach in doing business.

ABB Power Technology Division recognises that it is you, our customer, who is our key to success. It is you who determine whether we are meeting your needs and expectations. We must ensure that every contact you make with us, and every product or service you receive from us meets your expectations.

We are aware however that your needs and expectations are ever changing and we as a supplier, must be in a position to effectively manage these changes and see them as opportunities to add more and new values for you - our customer.

In managing these value-adding processes within our business, we have adopted and implemented a range of Quality Management initiatives since the late 1980s, which we believe are of direct benefit to you - our client. All our sites hold ISO 9001 Certification.

We hope that in reviewing this document you will be more informed as to our approach and the benefits you can experience by doing business with an organisation who do not just talk about Quality and Customer Service, but have implemented this as culture throughout the division.

We trust that you too will recognise the value-adding benefits when you do business with us.

Our Mission

“ Be the most competitive provider of high quality Transmission and Distribution products, innovative solutions and services which add value to our customers.”

The ABB Group.

The ABB Australasia Group embraces ABB Australia and ABB New Zealand, comprising of 6 divisions employing some 3500 employees, serving the manufacturing , process and consumer industries, utilities and oil and gas sectors across Australasia.

As part of the world's foremost globalised technology companies, ABB Australasia is uniquely positioned to utilise the global strength of the group to provide fast, cost effective and technically efficient total project solutions. Whilst acting locally to ensure it remains close to its customers, serving their needs as both a supplier and partner.

In pursuing our goals of world class performance and total customer satisfaction, ABB remains totally committed to the constant development and improvement of its comprehensive Customer Focus program combining the key initiatives of Time Based management, Quality Management and Supply Management.

What part does ABB Power Technology Products Group play?

ABB Power Technology, a division of ABB Australia Pty Ltd, is one of the country's leading manufacturers of electrical equipment for the power transmission and distribution industry. A brochure outlining the role of ABB Power Technology division is available upon request.

ABB Power Technology division employs 520 people in Australia with seven manufacturing locations.

Where are the Divisions of ABB Power Technology Group located?

Distribution Transformer

Manufacturing location and Head Office, Darra Brisbane, QLD.

Tel 0732748111

Manufacturing location Osborne Park Perth WA .

Telephone 0892022666

Manufacturing location Moorebank, Sydney NSW

Telephone 029 8210111

Power Systems, Modular Substations and Utility Automation

Head Office, for Power Systems and Utility Automation Lilydale, Melbourne, Victoria.

Telephone 0397357333

Utility Automation Osborne Park ,Perth WA

Telephone 0892022666

Head Office for Modular Substations Moorebank, Sydney NSW

Telephone 0298210111

Medium Voltage Technology

Manufacturing location and Head Office,Moorebank, Sydney, NSW.

Telephone 0298210111

High Voltage Technology

New South Wales manufacturing location and Head Office, Sydney, NSW.

Telephone 0298210111

Manufacturing location Lilydale , Melbourne, Victoria

Telephone 0397357333

What do the Divisions Produce?

• Distribution Transformer

The Distribution Transformer Division, with its three manufacturing plants in Queensland, New South Wales and Western Australia provides a full range of distribution transformers from 10KVA single phase to 25 MVA three phase up to 72.5kV operating voltage including padmounted substations and dry type transformers.

Within this range we can provide:-



- Polemounted Transformers
- Padmounted Transformer Substations
- Ground Mounted Transformers
- Reactors
- Auto Transformers
- Traction Transformers
- Earthing Transformers
- Booster Transformer
- Rectifier Transformers
- Regulator Transformers
- Large Distribution Transformers to 30 MVA

• High Voltage Technology

The High Voltage switchgear division of ABB boasts in excess of thirty years local manufacturing. The Division specialises in utilising proven technology to design a range of products from 11kV to 550kV supported by over 50 years global service and experience. Achievement of critical dielectric standards, coupled with our understanding of insulation applications and moisture removal and impregnation, is supported by state of the art test facilities. We pride ourselves on the reliability and long service life of our products, maximising the security of supply, critical to you the customer.

Within this range we can provide:-

- Instrument transformers, cast resin to 36 kV, and Oil filled to 500kV
- Circuit Breakers - High Voltage & Generator Applications
- Surge Arresters, Distribution and Station class
- Disconnectors.
- GIS Switchgear.

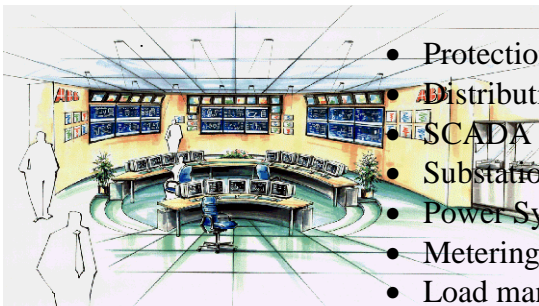


- **Power Systems, Modular Substations and Utility Automation.**

Our dynamic Network Control & Protection team is an integral part of ABB's world wide Network Control & Protection organisation with an inherent competence resulting from backgrounds within the previous organisations such as Asea, BBC and Stromberg. We offer complete protection for power systems, from generation to consumption. Our global approach supported by our local knowledge allows us to offer a complete system, not just protection relays. ABB recognise and promotes the requirement for a totally coordinated protection and control system. Like all our sister companies, ABB Network Protection & Control's quality policy is the fulfilment of the customers requirements. All our products are seen as an expression of quality.

ABB have been manufacturing power capacitors in Australia since 1967, with modern manufacturing facilities being established at our Lilydale Plant in 1988. The Capacitors Division employs 50 people and has an annual turnover in sales exceeding \$14million. We are the predominant market supplier in Australia of both High Voltage and Low Voltage Power Capacitors

Within this range we can provide:-



- Protection Relays for Transmission, Generation and Distribution.
- Distribution Automation.
- SCADA / EMS / DMS.
- Substation Automation.
- Power System Communication.
- Metering.
- Load management / Ripple Control equipment.
- High and Low Voltage Capacitors.
- Power Saving Solutions.
- Harmonic Filters.
- Cable Accessories.
- Power System Analysis and Power Factor Correction.
- Transformer Components.
- Modular Substations



Not only can a vast range of products and services be provided from within the group but in addition complete turnkey substation solutions that integrate, Power Control and Monitoring systems as part of the services that we in ABB can offer.

With this design and construct approach ABB can reduce risk for complex installations civil works installation and commissioning of complete plant including portable modular substations.



- **Medium Voltage Technology**

ABB's switchgear division is also located in New South Wales, in the suburb of Moorebank. The division has the ability to produce switchgear for 'Total Integrated Solutions'. This strategy, coupled with products of proven technology, have made ABB the largest supplier of switchgear to the Petrochemical and Continuous process industries throughout Australasia. ABB have long been synonymous with the Oil & Gas industry, but the advent of ABB INSUM in the late 1980's has allowed industrial users to utilise intelligent switchgear to increase productivity, whilst maximising security of the process and safety to the operator.

ABB Switchgear has been developed with continuous input from our customers. Being able to meet the highest of today's system fault levels with fully type tested designs, we can provide a 'Total Integrated Solution' for any electrical infrastructure.

Within this range we can provide:-



- Low voltage Switchgear (up to 1000V)
- Medium Voltage switchgear (up to 36kV)
- Intelligent Switchgear solutions
- Outdoor switchgear (up to 36 kV)
- Pre packaged substations.
- Surge Arrestors.



Who are ABB's major customers?

ABB has enjoyed business with many customers over many years. Our major customers include:-

- All of Australia's major public utilities.



- Australia's largest industrial and resources organisations, including Alcoa of Australia, Ampolex, BHP, BHPP, Boyne Smelter, BP, Caltex, Comalco, Comsteel, ESSO, Hammersly Iron, Kaiser, Kvaerner John Brown, Pilbara Energy (PEPL), Portland Aluminium, Shell, Smorgan Steel, WMC, Woodside Petroleum, Worsley Alumina,



What about Quality and environmental systems?

ABB group is globally recognised as a leader in sustainability.

For the second year in succession ABB was nominated a Leader in the Dow Jones Group index, ISO 14001 is adopted as our Environmental Management Systems standard and we are working towards third party assessments, with the majority of sites certified.

Each operating location of the Division has been certified by third party organisations to the ISO 9001 (Australian Standard AS/NZS IS9001:1994), with some sites certified to ISO 9001:2001 showing the dedication of ABB with respect to customer focus and continuous improvement.

With extensive expertise and experience in Six Sigma statistical tools and regular internal reviews and training for further process and product improvements ABB is a leader.

Quality Assurance is more than just the recognition of a formal system. It is about providing you, our customer, with an adequate level of confidence that the goods or services we offer will satisfy all your requirements.

This confidence can be gained by:-

- The way we handle your initial requests
- The way we resolve any matters that require clarification
- The speed in which we respond to your requests
- Our offer being easy to understand
- Any clarifications you require being handled promptly

When you place an order, this confidence should be further enhanced by:-

- The manner in which we resolve any differences in our offer and your order which remains outstanding
- The arrangements we make to accommodate your requests to inspect work in progress, including testing, in accordance with the agreements we have reached
- The results of our testing your products
- Ensuring our invoices are correct in all aspects

Offering an appropriate warranty on all products

Who will handle your Enquiry -?

Your request will be handled by one of our Division staff listed below

Location	Name	Position
Tel: 32748111 Email Vic.Simcic@au.abb	Vic Simcic	Projects Sales Manager

Handling your request

On receiving your request to supply, our Sales staff will review the documentation you have sent us to ensure that it is complete as is necessary for us to process your request and subsequently make you an offer to supply. If there is any information or clarification that we require, our Sales staff will contact you during the tender period.

If we have all the information we consider necessary to assemble you an offer your request will then be passed onto our engineering and other support staff.

In examining your requirements our Engineering staff will:-

- Consider offering previously manufactured designs to reduce the total lead time of our offer
- Consider your special requirements and what we are able to offer in each instance.

Our respective Plant Purchasing and Planning staff will review the proposals developed by our Engineering staff for your offer. Such a review will include:-

- An examination of the delivery dates of any special long lead time items
- An examination of our capacity to make the products you require in the time frame you have specified.

When this information is available our Sales staff will compile an offer.

Our offer to you

Unless we have discussed otherwise, our offer to you will be structured as follows:-

- A Covering Letter, setting out:-
 - The basis of our offer.
 - The Scope of Supply
 - The basis of our price(s): *We will generally offer you a firm price basis for short deliveries and variable prices for long delivery*
 - Delivery
 - Validity
 - The Conditions of Sale under which we will accept your order fall into four categories:-
 - ABB CS11A
 - ABB CS11
 - AS3556 – 1988
 - AS4911
 - Customer conditions for large value contracts
 - The terms of payment we require:-
We generally require 100% payment to be made within thirty (30) days of shipment, provided credit facilities with us have been established.
- A Technical Description and / or Data Sheet setting out technical information for each item we are offering you.
- Comments to Technical Specification for clarification stating either :-
 - We are unable to fully meet your requirements, or
 - What we are offering is an alternative or an option.

If you have provided schedules, these will be completed as required. Where these schedules do not provide us with the opportunity to include the above information, we will provide it separately.

In addition, our offer may include:-

- A copy of our latest issue Management System Manual

- Other supporting documentation as is necessary, eg. typical arrangement drawings, product and process information pamphlets

Should our offer to you be unclear in any way, please contact the respective Sales staff immediately for clarification.

Quality Assurance comments in our Offer

As mentioned previously, each of our operating locations is certified with either Quality Assurances Services or Lloyd's Register of Quality Assurance to AS/NZS ISO .

Handling your order

Your order will generally be managed by the same personnel who compiled the original offer. This is done to reduce the possibility of information being misinterpreted that could occur in assignment to different staff.

During the processing of your order

When received, your order will be reviewed to ensure that:-

- There is no difference between what has been ordered and what was offered and subsequently agreed in writing after the original offer was made.
- The technical and commercial conditions prevailing at the time of our original offer still exist to enable us to meet the terms of our offer.

If there is any discrepancy, we will notify you and seek clarification in writing. A typical situation would be the accidental inclusion of Standard Conditions of Purchase on the rear of a customer's purchase order, when the offer was on the basis of differing conditions, eg. AS3556.

Despatch of your order

Your order will generally be despatched on the date we have agreed. The on-time product delivery performance of the respective divisions is a measure for success and ABB are able to boast an exceptionally high percentage achievement.

If you have requested special arrangements such as export grade packaging, short term storage etc. these requirements will be met where agreed to.

Warranty returns

Our products are covered by a twelve month parts and labour warranty. Please contact us immediately if:-

- Our products appear to have been damaged in any way on arrival
- You are unsure as to the installation or commissioning of the units

Please refer to the separate Conditions of Sale for specific inclusions/exclusions.

Invoicing

If credit facilities have been made available, you will be invoiced for the agreed price at the time of shipment. If a variable price agreement was entered into, you will be invoiced separately for the variable portion based on the agreed formula.

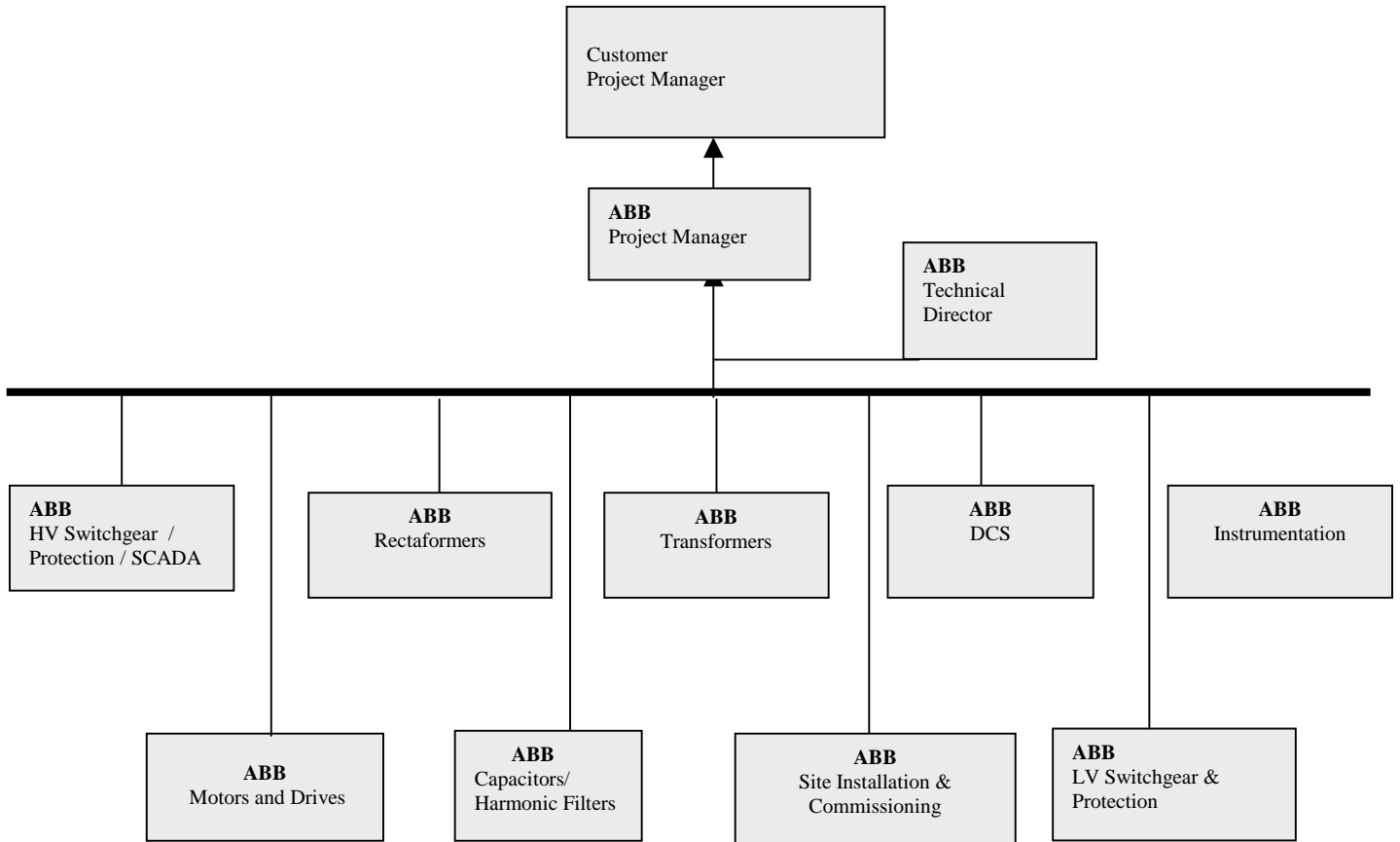
Conclusion

We would value your feedback in relation to the following areas:-

- The way we handled your requests
- The way we resolved any matters that required clarification between ourselves
- The clarity of the information we have provided, including the offer itself, drawings, manuals, test reports, etc
- The 'As delivered' condition and performance of our products

Should you place an order we will also contact you after order delivery to enable you to offer comments which can help us to improve our performance.

ABB ONE TEAM Approach



ADVANTAGES :

**Professionally integrated and expertly interfaced package from mV to kV
ABB is one of the largest electrical engineering companies in the world,
ensuring continuance of supplies and service of all project portions.**

**ABB provides state of the art latest technology solutions that ensure optimum
plant performance ABB is a global company with local resourcing**

**Single point of contact for any electrical / control fault allowing :
Quicker response with , No finger pointing and no excuses.**

Quick fix times therefore Less down time

Maximum savings