



Customer Technical Services Policy

Customer Technical Service:

The Customer Technical Service Group provides the technical liaison between Constar plants and Research and Development and our customers. The activities of this group fall into four broad categories. The first three services- Customer Requirements Reviews, Bottle and Filling Line Compatibility and Investigation of Field Complaints- are available to all customers on an as required basis.

1. **Customer Requirements Review.** In conjunction with the Sales group Constar CTS will lead the effort in conducting a customer Requirements Review as a precursor to the introduction of a Constar bottle to a new customer or new bottle design to an existing customer.
 - a. The result of the Requirements Review will be a detailed product specification document to aid Constar manufacturing as well as a customer specification document
2. **Bottle and Filling Line Compatibility.** The CTS group has the responsibility to conduct filling line audits to confirm that an existing or newly developed bottle will conform to the specific requirements of a customer's filling line. The audit is performed prior to a new bottle's introduction to the filling line and with the cooperation of the customer.
 - a. Constar and the customer will collectively develop the expectations/requirements for the filling line performance criteria.
 - b. Constar and the customer will establish the necessary time lines to plan and perform the Filling Line Audit.
3. **Investigation of Field Complaints.** The CTS group takes direct accountability for investigating customer complaints pertaining to filling operations, distribution points and/or from the consumer.
 - a. In cases where the investigation leads to the failure of product integrity Constar will extend the investigation activity internally, utilizing the necessary Constar resources to identify and correct the problem.
 - b. In cases where the investigation leads to external causes (i.e. filling line conditions, environmental conditions, miss-handling of the product) Customer Technical Service will formally present findings and recommendations to the customer.

Constar also offers a premium level service where a formal Customer Technical Partnership is created. As defined below, this CTS service level is included in the Efficient and Full Service pricing packages. Flexible Package customers can use specific CTS services on a fee basis at the rate of \$125/hour plus travel costs with a minimum of one day.

4. **Customer Technical Partnership.** Constar CTS will have direct involvement with both customer corporate and plant locations to develop an active program to assist the customer in reaching their operational goals and objectives.
 - a. Primary focus is the hands-on assistance in improving customer line performance.
 - b. The secondary focus is on the evaluation and recommendation of improved and cost effective secondary packaging configurations.