

NORPAC Controls Ltd. named one of Canada's 50 Best Managed Companies for 2008

An entrepreneurial attitude and a focus on creating value for customers have established NORPAC Controls as a supplier of choice and continue to drive its success

Burnaby, BC NORPAC Controls Ltd. knows what it takes to survive and thrive in the face of economic downturns and industry upheavals: a laser-like focus on meeting and exceeding customer expectations. That dedication and focus set NORPAC apart from hundreds of private companies across the country to win a 2008 Canada's 50 Best Managed Companies award.

No small feat. Sponsored by Deloitte, CIBC Commercial Banking, National Post and Queen's School of Business, Canada's 50 Best Managed Companies program recognizes excellence in Canada's entrepreneurial companies. Since 1993, thousands of companies have undergone the rigorous assessment of overall business performance, execution of a core vision, sustained growth and corporate culture to compete for the marquee designation of Best Managed.

Founded in 1972, NORPAC Controls, an industrial distributor of process control solutions and engineering services, does not leave success to chance. It has developed a proven methodology to ensure continuous improvement. "We are all focused on defining customer value. Our strategy is to deliver that value," says company president Dave Wall. "That is how we are measured and that's why we are successful."

That customer focus led to the creation of a process called Total Customer Commitment. "It's a set of processes, tools and structures designed to ensure we are able to best serve our customers," says Wall. "Our mission statement is Be the Customer and we practice what we preach. We try and put ourselves in our customers' shoes to understand what they need from this relationship." In fact, prominently on display in a glass case in NORPAC's offices is a customer's well-worn shoes—a constant reminder of the commitment the firm makes to each customer.

Total Customer Commitment goes hand in hand with NORPAC Controls' technical expertise, and applies the same rigor to dealing with people as it does to dealing with engineering challenges. "It is reassuring that we have systems in place to address customer needs and provide solutions, especially when the markets are shifting, as they are now," says Wall. "Those values are critical to how we conduct business across all industries. We have developed a significant customer relationship management system suited to the customers we serve ensuring we deliver value. That's what drives our business."

NORPAC refuses to rest on its laurels. "We need to give customers a reason to stay loyal and that means we are always adapting to their challenges," says Wall. "The 50 Best Managed Companies award recognizes our ability to meet our customers' changing needs and we take great pride in that because that is exactly how we measure our success."

About Canada's Best Managed Companies

Canada's 50 Best Managed Companies continues to be the mark of excellence for Canadian-owned and managed companies with revenues over \$10 million. Every year since the launch of the program in 1993, thousands of entrepreneurial companies have competed for this designation in a rigorous and independent process that evaluates their management skills and practices. For further information, visit www.canadas50best.com.

About NORPAC Controls Ltd.

NORPAC Controls supplies control valves, regulators, computer control systems and services to process industries, including pulp and paper, mining, bio fuel energy production, water and wastewater, chemical, natural gas and others. It is the exclusive distributor for Emerson Process Management, the premier manufacturer of process control equipment, in the Yukon and British Columbia markets.

To learn more about NORPAC Controls and its affiliate Robins Flotech (the leading flow control specialist in the municipal market), please visit their web sites at:

www.norpaccontrols.com and www.robinsflotech.com

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