



LUXFER
GAS CYLINDERS

"Since the launch of the Luxfer Customer Charter, we have implemented important changes that have improved aspects of our business. We remain committed to delivering total customer satisfaction and making further changes to improve your business experience with Luxfer."

- Andy Butcher, President

CUSTOMER CHARTER

Our worldwide commitment to customer satisfaction

Service

Deliver world-class service.

- Best lead times in the industry.
- 100% on-time delivery.
- 24-hour order acknowledgement.
- Order flexibility.
- Urgency concerning customer service issues.
- Rapid technical support.
- Continual improvement.

Product Leadership

Provide the most innovative products and solutions.

- Technical excellence.
- Global presence.
- High performance.
- Lightweight, durable products.
- Broad product range.
- Rapid product development.

Customer Relationships

Work closely with customers and help them succeed.

- Trust.
- Responsibility.
- Professionalism.
- Proactive communications.
- Teamwork.
- Sharing strategy.

Quality

Maintain world-class quality.

- ISO 9001 accreditation at all facilities.
- Product consistency.
- Proven supply base.
- 24-hour initial response to customer complaints and resolution in 14 days.

Safety & Environment

Be a responsible company.

- Safe products.
- Safe working environment.
- ISO 14001 accreditation at all facilities.

CUSTOMER FIRST • INTEGRITY • ACCOUNTABILITY • INNOVATION • PERSONAL DEVELOPMENT • TEAMWORK