



Streamlining to Outperform

Uptime

99.99%

Challenge

- Update Service Quality processes in the OKC facility to better serve customers and deliver products more efficiently

Solution

- Tools will be washed, inspected, tested, and then staged in the shop to ensure that when the tools are requested they are immediately available

Results

- Customers now receive tools faster resulting in less downtime and increased uptime

Customer satisfaction will always be a top priority for Nabors, especially concerning the upkeep and delivery of our products. Nabors is continuously looking for ways to improve and consistently requests customer feedback. This is why Nabors' Oklahoma City facility decided to update its Service Quality processes.

Nabors' OKC team assessed the current processes to determine how to improve the system. At that time, when a job was completed, the tools would be received at the Nabors facility and be sorted on the shop floor until they were requested again. When they would be pulled for a job, they would then be washed, inspected and tested before being sent out to the field. However, if the tool was found to be flawed or need additional parts, it would delay the delivery time to the field.

In order to create more efficient delivery times, Nabors' OKC team changed the receiving process. Now, when Nabors receives tools from the field into the shop, they are immediately washed and inspected before being staged in the shop. This ensures that when tools are requested, they are immediately available. Customers now receive tools faster, resulting in less down time.