

VIVO ENERGY UGANDA SUPPLEMENT

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A Shell Gas pump attendant ready to serve clients. Shell Uganda is managed by Vivo Energy



Vivo Energy runs mobile testing labs that carry out random tests to ensure quality and quick response to clients' concerns

Vivo Energy is committed to quality

Vivo Energy Uganda has gone to great lengths to guarantee that its products are of good quality, by putting in place systematic processes of quality checking along the supply chain. The petroleum company that manages Shell operations in Africa, hopes the mechanisms introduced will put a stop to adulteration of its products.

In addition to the routine test at the modern fuel testing laboratory, Vivo Energy Uganda uses a mobile fuel testing laboratory that does random tests at any Shell fuel station. The mobile testing lab produces results within 30 minutes, enabling the company to respond quickly to any queries.

Jackson Kilimani, Vivo Energy Uganda's quality manager, says mobile testing is carried out at all its distribution networks, which enables the company to keep track of the quality of its products.

"This means we are able to test fuel in transit at any location of our choice and also do self-regulation by routinely testing fuels throughout Shell fuel stations," he said.

With the use of the mobile lab, customer challenges are resolved immediately. The mobile testing lab produces results within 30 minutes, enabling the company to respond quickly to any queries. It checks for the existence of water or any contamination in Shell products by using water and density tests.

Vivo Energy distributes and markets Shell products, such as Shell Fuelsave, Shell V-Power, Shell Rimula, Shell Helix and Shell Gas.

Adulterated fuel has been on the rise on the Ugandan fuel market, mainly enhanced by the easy access to cheap kerosene that is mixed with



Shell products include Shell Fuelsave, Shell V-Power, Shell Rimula, Shell Helix and Shell Gas

diesel and petrol by unscrupulous dealers.

Hans Paulsen, Vivo Energy Uganda's managing director, believes it is important to protect the reputation of Shell products by ensuring quality. He reiterates that various tests are carried out right from the importation of Shell products up to the Shell service stations.

"The product is received at Mombasa terminal, then tested against the certificate of quality from the manufacturer at our Mombasa lab. It is then forwarded to the Kampala depot, where it is once again tested at the Kampala depot laboratory before it is forwarded to Shell service



Vivo Energy staff having a chat after a round of vigorous quality tests. By these tests, Vivo Energy aims to protect its reputation

stations," Paulsen says.

He adds: "At all the service stations, the product is received by our quality

marshals, who conduct dipping twice a day to confirm product quality and quantities. Samples are also

IN ADDITION TO THE ROUTINE TEST AT THE MODERN FUEL TESTING LAB, VIVO ENERGY UGANDA USES A MOBILE FUEL TESTING LABORATORY THAT DOES RANDOM TESTS AT ANY SHELL FUEL STATION.

drawn routinely and tested at the Vivo Energy Quality testing lab. This rigorous process is followed with Shell Fuelsave, too, which is tested at every point and additivated with a special Shell additive to deliver added benefits of fuel economy," he says.

He says the system is also boosted by the use of risk-based sampling and testing, where they sample and test the product based on the risk of contamination associated with every change of operation area.

State of affairs

Quality management is still in its infancy stage within the country, with most companies focusing on prices of their goods.

The Uganda National Bureau of Standards, a Government parastatal, has in place systems to certify that products imported or manufactured locally are of a required standard. Vivo Energy Uganda subscribes to international quality assurance standards, such as the East African Standard for Petroleum products and the American Standard for Material Testing (ASMT).