




A thank you to you all for the positive feedback following the issue of our new, and first, newsletter last month. You will notice the format for this edition is different again, and that is because we have taken on a new delivery platform to improve the service to you. We hope you like it and we will continue to improve the flow of information, help, advice and collateral to you across the newsletter, webinars, and the new Channel Partner Portal, soon to be unveiled.

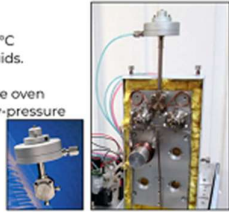
Latest News

There is a lot going on at SCION Instruments. Here is a selection of some of the latest news stories:



Sampling Options NATGAS C

- **HT/HP On/Off Valve**
 - For samples up to 6000 psi / 300°C
 - Ideal for liquid or supercritical fluids.
 - Controlled & Automated by GC
 - Mounted directly into Large Valve oven
 - Easy switch between high- & low-pressure samples
 - 1/16" connection, 0.75 mm bore, low int. volume (< 2 µl)



New Webinar series begins

SCION Instruments successfully held its first in its new series of monthly webinars last week. The webinars are designed, in conjunction with various other new innovations, to help improve



SCION awarded ISO90001

Following an audit and review, SCION Instruments has been issued a new ISO9001 certificate covering the next three

communication and interaction between the company and its channel partners and sales staff.

In the first webinar the topic of Natural Gas Analyzer Value Selling was covered, and Forecasting and the new reporting systems were explained.

All feedback from the more than 40 attendees over the two sessions – one timed for the Asian and Middle Eastern markets, and the other for the European and Americas – has been very positive with encouragement for continuing the series, and requests for future topics. Any suggestions for future content should be sent to Marketing & Communications manager Rory MacLeod at rorym@scioninstruments.com



New Sales Team addition covering Benelux

SCION Instruments welcomes Kadir Kaya to the team. He joins in the role of Sales Manager Benelux (Belgium/Netherlands/Luxembourg) doing direct sales.

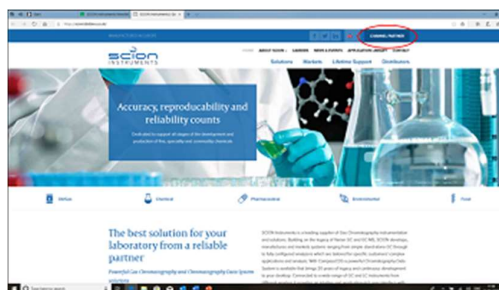
Kadir joins us from Interscience where he has been working for the last nine years, selling chromatography

years. The new certificate will cover both the HQ site in Livingston and the production site in Goes, and will include product development.

ISO 9001 is the international standard for a quality management system. In order to be certified to ISO 9001, a company must follow the requirements needed to meet the standards required.

The standard is designed to help companies at many levels, including a focus on customer requirements, improving leadership within the company, finding ways to continually improve, and much more.

SCION Instruments is proud to have achieved the standard and it is part of our continuing efforts to provide the best quality of service and provision to all we do business with.



New Channel Partner Portal set to launch

The new Channel Partner Portal will soon be unveiled on the SCION Instruments' website. The portal will replace the need for the intranet as the source of all information and support materials for you.

The monthly webinar on July 3 will include an introduction to the new portal which we expect will go live before or by July 1. We are busy testing and populating the portal now and will bring it online as soon as

consumables, so brings a wealth of experience in this field to our team. He is based near Rotterdam with his wife and two children and his interests include football, swimming and travel.



possible. Just before going live you will be sent details of how to access it and a password which will be your key to access the site.

June 25-27th, 2019

GC Product & Sales Training

SCION Instruments are carrying out GC Product and Sales Training, June 25-27, in The Netherlands at Amsterdam and Goes.

The programme will include GC and sampling, SCION analyser solutions, and CompassCDS over the first two days; and a hands-on practical at the SCION Lab in

Goes on the third day. There are limited seats still available, so sign-up asap by contacting Jacqueline Tilburgs at jacquelinet@scioninstruments.com

Wednesday 3 July, 2019

July Monthly Webinar set

The next webinar in the monthly series will be on Wednesday 3 July, 2019. The subjects covered will include an introduction to the new Channel Partner Portal on the website by Marketing & Communications Manager Rory MacLeod, and an explanation of Application Notes, with emphasis on the analysis of wine, by Applications Specialist Ashleigh Mellor. An invitation to you all, with joining details, will be sent to you nearer the date of the webinar.



Application Notes & Shows



SCION at PEFTEC2019

SCION Instruments attended the 3rd PEFTEC (Petroleum, Refining and Environmental Technologies) which this year was held for the first time in Rotterdam. Over 200 instrument companies and service providers were represented with delegates from over 65 countries.

On the SCION Instruments stand we welcomed over 30 visitors keen to discuss our GC products and consumables. The show was attended by SCION CEO Khalid Tafrasti and Sales Director Nick Nugent.

New Application Notes

The SCION website has been updated with five new Application Notes from SCION Instruments. Two of them cover transformer oil gas analysis with two modes of sampling.

AN0030 describes ASTM D3612 for TOGA analysis via headspace sampling, whilst AN0031 describes ASTM D3612 for TOGA analysis using a stripper column. Both methods show full separation of all components with reliable quantification and good repeatability. <https://bit.ly/2zrifHv>

A Big Thank-You!

A big thank you to all who responded to our Dealers' Meetings Feedback survey following the recent events in Dubai and Amsterdam. Along with events in Thailand and China, we have now completed four engagement events recently.

The Dealer Meetings in Dubai and Amsterdam were attended by 36 of you, including staff, and from the responses to our feedback survey, highlights include:

- Nearly all responses, to all questions, were positive with 100% saying they felt the meetings were worth the one-day investment.
- A massive 93.3% felt more product training and more strategy discussions would improve the meetings.
- The majority favoured more interactive sessions.

These, and the other findings, will be used to improve and make more effective future meetings. In conjunction with our other innovations, it will improve and create more productive relationships with you all, and our customers. Obviously feedback helps shape that improvement.

SCION Instruments

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