

# MRC Global: Your trusted stainless

MRC Global is known for its expertise with stainless steel, high alloys, and other specialty materials, and with years of experience with these products, the company is only continuing to grow as a market leader. Constantly putting its customers' needs first, MRC Global has expanded its specialty inventory in North America, to include material pipe, fittings, and flanges, (PFF), which has helped the company gain recognition for being more than a pipe, valve, and fittings distributor.

## "I've got people."

That was MRC Global outside sales representative, Tim Murray's response when his customer asked how he was able to get a 150-line quote for stainless and high alloy material submitted in less than 24 hours.

Tim's 'people' are actually a team of stainless steel and high alloy experts dedicated to sourcing these notoriously difficult product categories. Backed by its highly respected quality assurance program, MRC Global is one of the market leaders for specialty materials.

If you consider USD\$40 million in inventory, a proven quality assurance program that creates a robust Approved Supplier List (ASL), and a team of product experts dedicated entirely to sourcing stainless steel and high alloys with more than 150 years of experience, you can understand the company's market leading position and value to its customers.

MRC Global has spent the last decade strategically adding resources and specialty material PFF inventory in North America. The company has long been considered a stainless steel and high alloy expert internationally, with many heritage companies completely focused on the product line. In North America, the company recognized that its customers needed a trustworthy source for these products, and intentionally set out to create a solution for them.

The result is a compelling offering from a trusted distributor with a reputation for integrity and quality products.

"While many people know us as the general pipe, valve, and fitting (PVF) distribution leader, they don't necessarily realize the vast amount of specialized expertise we have on our team," said Robert Stein, Senior VP of Business Development. "We have intentionally added stainless and high alloy experts to our ranks over the years because we are committed to supporting our customers in this segment. That is really what we are all about – serving our customers."

## Trusted quality assurance program

The backbone of MRC Global's offering is the company's exhaustive quality assurance program.

"With our quality process, we focus on identifying global manufacturers who can be trusted to produce a consistently high-quality product that matches our customers' specifications," explained John Bowhay, Senior VP of Supply Chain Management, Valve and Technical Product Sales. "We invest in the relationship with regular site visits, audits and long-term planning. When an emergency request comes in, we have an established base of reputable sources who we know very well and can rely on."

The company credits its proactive quality process, versus relying solely on after-the-fact product inspections, as the reason they are able to consistently provide high quality options to their customers in a timely manner – even with rare materials.

"Our quality process is the best I've ever seen," said Kim Shelton-Brown, MRC Global's Senior Director of Stainless and Alloy Products, who is a 30-plus year steel and specialty material veteran. "Everything runs through our audit process. Plain 300 series stainless and all special alloys manufacturers are subjected to the same level of scrutiny."

The resulting MRC Global ASL is so well respected that many of the company's customers have adopted it as their own for all of their sourcing considerations.

"We are constantly developing additional sources for the products our customers need but we have a very high standard for inclusion on our Approved Manufacturers List (AML)," Bowhay added. "It is extremely important that our AML process is rigorous, robust and reliable, so that MRC Global can consistently supply world class products to our customers."



## Product availability

Currently, the company offers stainless steel and alloy valves from 1/4 inches through 24 inches 600, in a wide variety of combinations. MRC Global also stocks instrumentation tubing, pipes, fittings, and flanges from 1/4 inches through 24 inches in varying alloys including 300 series (T304/L, T316/L, T317/L, T321/H, T347/H), nickel alloys (alloy 20, C276, alloy 400), duplex, super duplex, 6% moly, titanium and chromemoly (5, 9 and 11).

"We have made a conscious effort to inventory these special products," said Robert Nunn, Executive Director of Supply Chain Management – Stainless Steel and Alloys. "Many have extremely long lead times, but we are committed to supporting this segment of our industry and have invested in those product lines."

MRC Global's new flagship regional distribution center (RDC) in La Porte, Texas, is proof of its commitment to specialty PFF. Included in the 415,000 foot squared RDC, is 50,000 squarefeet of dedicated indoor storage space for stainless steel and high alloy products, in addition to nearly three

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acres of outdoor storage space.

"Our specialty pipe, fitting and flange inventory was developed around the needs of our customers," stated FT Graff, VP of Supply Chain Management – Stainless Steel and Alloys. "We analyze and review historical demands and listen to our customer's needs to ensure we have optimal inventories to best meet the needs of a demanding market."



# steel and high alloy experts



## Proven expertise

Recently, when an end-user has had an emergency and needed massive amounts of duplex pipe at their refinery with a two-week delivery window, they called MRC Global. Stainless steel and high alloy products can be notoriously difficult to source in such a short timeframe, especially in large quantities.

And yet, the MRC Global team delivered on what seemed like an impossible task by utilizing inventory and global sourcing knowledge to source gaps. When the customer needed more of the same pipe after exhausting the initial inventory, the team located the correct product and had it flown in from Europe. And all of this was done using sources on the customer's ASL or by providing the proper documentation to accept products from the MRC Global AML. The customer was able to complete the maintenance they needed and get their facility back online.

"Sourcing these products requires a great deal of market knowledge," said Graff. "To find the right product, in the right amount from a trusted source, is challenging if you don't know who all the players are for each specific, special alloy. Luckily for our customers, our team is world-class. We know the market, and by mixing that knowledge

with our deep inventory, it makes orders like [the above] possible."

Bowhay added, "our customers have come to trust MRC Global with high alloy and exotic products. Our team knows how to react quickly so our customers get what they need. That isn't something that can be taught overnight, it is the result of decades of experience and long-standing relationships developed by working with these specialty mills and manufacturers on a consistent basis."

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## Quality Sourcing Process Manufacturer Approval



60 - 80 on-site audits per year to qualify potential suppliers, led by trained ISO auditors



Assessments include facilities, processes, operations, product inspection, testing and commercial evaluation.



Extensive database houses data on all audited manufacturers (assessments, testing, NCRs, etc.)



NORSOK M650 qualification for offshore applications

## The MRC Global Approved Manufacturer List (AML)



Approved



Preferred



Registered

### ► MRC Global at a glance

<b>Company name</b>	MRC Global
<b>Founding year</b>	1921
<b>Headquarters</b>	Houston, TX, U.S.A
<b>Orientation</b>	Distributor of pipe, valve and fitting products and services.
<b>Products</b>	Stainless and alloy fittings and flanges, stainless and alloy pipes, valves, valve automation, carbon steel pipes, carbon steel fittings and flanges, gas products, and oilfield products.
<b>Markets</b>	Oil and gas across the upstream, midstream and downstream sectors, as well as the chemical and gas distribution market sectors.
<b>Employees</b>	Approximately 3,500 employees across the globe
<b>Website</b>	<a href="http://www.mrcglobal.com">www.mrcglobal.com</a>