Co-innovating tomorrow®

Since its foundation in 1915, Yokogawa has contributed to society by providing leading-edge products and solutions centering on its measurement, control, and information technologies. To ensure that it continues to meet changing needs and stays on track for another century of steady growth, Yokogawa has instituted reforms and is now working to transform itself in a number of other ways.

Under the corporate brand slogan of “Co-innovating tomorrow,” Yokogawa seeks to establish ever greater levels of trust with its customers and to work with them to create new value for a brighter future, both for its customers and society.

THE YOKOGAWA PHILOSOPHY

* As a company, our goal is to contribute to society through broad-ranging activities in the areas of measurement, control and information.

Individually, we aim to combine good citizenship with the courage to innovate.

GLOBAL OVERVIEW

Corporate Data*

Corporate Name: Yokogawa Electric Corporation
Headquarters: Tokyo, Japan
Founded: September 1, 1915
Incorporated: December 1, 1920
Paid-in Capital: 404.308 million USD
Number of employees: 18,329 (consolidated) 2,537 (non-consolidated)

*As of March 31, 2017

Global Leadership

Since 1915, Yokogawa has developed businesses based on its technologies in measurement, control and information management. These have been developed under the foundation principles of quality first and advanced technologies. Always sensitive to changing customer needs, Yokogawa has continued to transform itself and has become a leading company in the global industrial automation and control field. Yokogawa’s objective is to continuously develop and supply solutions and services with optimum quality and reliability, thereby contributing to industrial growth. For that purpose, the company has never ceased to invest in the research and development of new technologies for the future.
YOKOGAWA MIDDLE EAST & AFRICA
Local partnership, Global capabilities

Company name: Yokogawa Middle East & Africa B.S.C. (c)
President and CEO: Pierre E. De Vuyst
Regional Headquarters: PO Box 10070, Manama, Kingdom of Bahrain
Founded: 15 May, 1990
No of staff: 1500 (Highly-skilled multinational workforce)
Profile: Process Control and Automation Solutions provider. Activities include Sales, Project Execution, Engineering, Sub-assembly, Manufacturing, Integration, Startup & Commissioning, Electrical and Instrumentation, After-sales service support (Lifecycle Agreement, Spare parts warranty management and Training), R&D, and participation in Human Capital Development Initiatives for Local Nationals

Middle East & Africa Network: 8 Affiliate Companies, 8 Engineering Centers, 23 Sales/Service offices and 11 Training Centers.

Yokogawa Middle East & Africa B.S.C. (c) (YMA) headquartered in Bahrain, is a wholly owned subsidiary of Yokogawa Electric Corporation in Japan. The company serves as Yokogawa’s regional HQ, supporting users through a team of 1200 professionals operating from our network of local offices spread across the Middle-East and Africa.

Yokogawa executes Process Automation projects locally providing engineering, commissioning, training and Lifecycle Maintenance Services.
In order to provide the best support locally, Yokogawa has established 8 affiliate companies and 8 engineering centres in the region as follows:

- Yokogawa Middle East & Africa – Abu Dhabi: A large scale Engineering Centre, FSM certified, for project execution and engineering.
- Yokogawa Saudi Arabia Company: for project execution, engineering, sub-assembly and research & development.
- Yokogawa Services Saudi Arabia Company: for after sales services, Training and Electrical & Instrumentation Construction work.
- Yokogawa Engineering Bahrain (S.P.C): A large scale Engineering Centre, FSM certified, for project execution and engineering.
- Yokogawa South Africa (Pty) Ltd: for project execution and engineering.
- Yokogawa Nigeria Ltd
- Yokogawa Oman Limited

Yokogawa has a state-of-the-art Regional Response Centre headquartered in Bahrain which supports the service teams based in the following locations:

- Al-Jubail, Dhahran, Yanbu, Rabigh and Udhailiyah in Saudi Arabia
- Abu Dhabi and Dubai in UAE
- Doha in Qatar
- Muscat, Sohar and Sur in Oman
- Kuwait
- Cairo in Egypt
- Basra in Iraq
- Johannesburg, Cape Town and Durban in South Africa
- Lagos in Nigeria
- Luanda in Angola
- The Republic of Congo
- Tunisia
- Algeria
Yokogawa is well regarded in the global marketplace as a leading Integrated Control and Safety Systems Company, being the 1st company to introduce a distributed control system and pioneering new technologies such as Foundation Fieldbus and ISA 100 Wireless. Based on its VigilantPlant vision for realizing the ideal plant, Yokogawa offers best-in-class platform product and service solutions such as the VigilantPlant Services suite that enhance productivity, make maximum use of assets, promote safety, and optimize operations over the entire plant lifecycle. These solutions currently play vital supporting roles for our customers in the oil, chemical, natural gas, electric power, iron and steel, pulp and paper, pharmaceutical, sewage treatment, food, sugar and other industries.

Yokogawa is also providing solutions based on its measurement and control technologies that make more efficient use of renewable energy and is devising new ways in which next-generation energy sources can be utilized to achieve a sustainable society.
Production Control Systems

We provide our customers with a range of systems that support the safe and efficient operation of their plants. These include highly reliable production control systems for the control and monitoring of plant operations, safety instrumented systems that are fully integrated with plant production control systems to achieve the highest levels of safety, and network-based control systems and programmable logic controllers that are both highly reliable and versatile.

Field Instruments, Analytical Instruments, & Recorders

We offer a wide range of field instruments for use on production lines. These include transmitters and flowmeters that measure fluid pressure, temperature, and flow rate. We supply analytical instruments such as pH analyzers and process gas chromatographs for measuring the concentrations of gas and fluid constituents. We also offer paperless recorders that electronically store measurement information and temperature controllers.
Carefully engineered Custody Metering Systems from Yokogawa provide befitting solutions to challenging customer demands of reliability, accuracy and repeatability using best practices of measurement in compliance with governing industry standards.

Our custody metering solutions utilize best in class features of OIML approved Rotamass Coriolis Flow Meters from Yokogawa or other meter types per customer preference.

We use flow computers, valves, strainers etc from reputed manufacturers approved by our vendor prequalification process to ensure utmost safety, performance and field support available to our customers throughout the life of the equipment. Yokogawa transmitters and STARDOM PLC with FASTTOOLS HMI serve the purpose of Supervisory System to interface with the field devices and customer business systems for display, alarm management, data logging, reporting and printing.

Applications include Metering Solutions for standalone Loading and Unloading skids or systems complete with Terminal Automation Systems, Multi stream Pipeline Metering Solutions with GC for Gas or Sampling Systems for liquid custody metering and meter provers.

Test and Measurement Business

Yokogawa has been involved in the measuring field since its founding and has contributed to many industries through its supply of test and measurement equipment. Yokogawa provides reliable measuring instruments for the development and production of electrical, electronic, and automotive equipment, as well as for the environmental measurement and communications markets. Yokogawa is also engaged in businesses involving products such as confocal scanner units for the real-time observation of life processes at the molecular level and drug discovery support systems for the automatic testing of candidate compounds, and we expect that these businesses will become market leaders.

Measuring Instruments

Focusing on new markets such as electric vehicles, environmental measurement, and next-generation communication networks that are playing instrumental roles in facilitating a low-carbon society, we provide a wide range of voltage, current, electric power, optical power, and other basic measuring instruments, as well as instruments used in the measurement of waveforms and optical communications. By developing key devices in-house, we are able to create highly competitive and valuable products with the levels of excellence for which Yokogawa is well known.

- DL850 ScopeCorder
- WT3000 Precision Power Analyzer
- AQ7275 Optical Time Domain Reflectometer (OTDR)
- AQ6370C Optical Spectrum Analyzer
YOKOGAWA PROCESS SOLUTIONS

The Customer-driven Technology

Yokogawa recognizes that every customer’s requirements are unique. Customer must be the driver of the technology. That is why at the Yokogawa Process Solution Center, we spend our time for developing, delivering and supporting solutions that are designed for your business.

Plants are required to achieve optimal performance by increasing safety, stability and productivity and improving product quality.

Yokogawa offers operational efficiency improvement expertise to assist plant operations in achieving higher efficiency.

• Firm determination to maintain a low Total Cost of Ownership whilst maximizing return of investment.

• Copious knowledge to learn the requirements of your business in order to provide right and timely information for your decision making.

• Dedicated engineering and support team always available whenever you need help. Yokogawa’s professional engineers get involved in customers’ projects from the planning phase to help them identify their problems and achieve their targets, and provide support throughout the whole system life cycle from consulting, solution development, operation, through to maintenance.

• Yokogawa Process Surveillance System is designed to provide uncompromising visual vigilance to onshore and offshore plant operators. Its comprehensive integration to a host of unrivaled systems with leading-edge features, coupled with the adoption of industry standard networks and integration protocols, facilitates seamless expansion of number of cameras, control stations, system servers and geographic expansion to meet future requirements. CCTV solution Center of Excellence in YMA is a team of highly qualified professionals that our customers always depend on.

“Unsurpassed technology and quality.”

Logos featured are trademarks belonging to the respective organisations

Safety Excellence
• Advanced Decision Support
• Alarm Rationalization
• Regulatory Control Stabilization
• Control Room Design
• Incident Analysis
• Integrated Closed Circuit Television (CCTV)
• Cyber Security

Asset Management
• Optimize Plant Asset Effectiveness
• Maximize Plant Uptime
• Plant Asset Management

Production Excellence
• Energy Management Solutions
• Best Practice Pilot
• Regulatory Control Stabilization
• Platform for Advanced Control and Estimation (APC)
• Blend Property Control (BPC)
• Real-time Production Organizer
• Operator Training System
• Oil & Gas Movement Storage and Terminal Management Systems

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• Rich experience with interfacing to many third party systems such as SAP, Maintenance Packages, ERP and any Control System to deliver a complete single window solution with our Exaquantum PIMS solution.

• Yokogawa’s MES systems consistently ensure fast return on investment and help operators to keep their plant
operating environments optimized for years after the initial implementation. Common to all Yokogawa products is our commitment to ensuring there is always a clear migration path available for all our customers.

• Real-time Production Organizer™ (RPO) is a suite of platform applications developed specifically to bridge the gap between production planning and process control, providing a fully integrated business to process (B2P) production environment. RPO integrates the vertical production execution workflow across all departmental personnel and applications, enabling real-time decision making and allowing all tasks to be executed quickly, consistently, and efficiently for agile production.

• Operator Training Simulator Center of Excellence covers the complete life cycle of the solutions Development and Services. Yokogawa Process Solutions Centre has local presence with shared resources and ideas with strategic partners and other Yokogawa affiliates in the field of delivering first class simulation solutions and Global network, to serve the customers.

• “OmegaLand” Integrated dynamic process simulation environment is equipped with rigorous models that realistically reproduce behaviors of an actual plant with high fidelity, which can be used to solve problems of hazards to safety, environment, and material/energy savings by recreating the facility virtually to help familiarize trainees with the function of all equipment and safety routes.

IT Solutions

We support our customers over the entire lifecycle of their plant facilities by providing manufacturing execution, production management, and enterprise resource planning systems that integrate and visualize data for real-time management of plant operations.
Yokogawa Middle East & Africa has accumulated considerable experience in the execution & implementation of projects. Combining a full understanding of customer requirements with professional management of multiple vendors, YMA is strongly positioned to deliver the set objectives of any project. YMA’s Project Execution Team applies excellent communications with all parties including the Contractor, End user, Licensor, etc. to ensure successful project delivery.

**YMA PROJECT EXECUTION CAPABILITIES**

**GREEN FIELD PROJECTS**

Basic and detailed engineering, system hardware assembly and wiring, procurement of non Yokogawa products, system engineering, complete integrated testing at factory, installation, site acceptance testing, commissioning, hand over and maintenance.

**MAIN AUTOMATION CONTRACTOR “MAC”**

The MAC approach involves earlier involvement in the project, which reflects a greater influence over the costs and benefits of a project.

**FUNCTIONAL SAFETY MANAGEMENT**


YMA has 3 FSM certified facilities (Bahrain, Abu Dhabi and Dubai). This certification covers integration of E/E/PE-safety related Systems and Safety Instrumented Systems for the process industry specifically to cover the activities configuration, application programming, assembly, test and safety loop calculations.

**BROWN FIELD PROJECTS**

**SYSTEMS MIGRATION/REPLACEMENT PROJECTS (HOT/COLD CUTOVER)**

For “Lifecycle Excellence” initiatives, Yokogawa provides solutions for replacement, revamp and/or migration of legacy systems (DCS/SIS/F&G) without time frame constraints or interruption of plant operation. Minimum shut down time, smooth migration/replacement plan and non-interruption of operation are key to customer satisfaction. The YMA project team approach ensures easy migration or expansion of earlier versions of CENTUM and ProSafe-RS. Other vendor’s obsolete system(s) can also be replaced by Yokogawa’s latest systems (DCS/SIS/F&G) using tools developed for engineering such replacements.

YMA’s team of experts specialize in the site works related to transfer of control loops, safety loops, instruments and systems based on hot or cold cutover methodologies, enabling customers to decrease risk and downtime and to increase operational performance.
What further makes Yokogawa Middle East & Africa successful with our customers on a continuing and repetitive basis is our ability and action to bring our engineering, manufacturing and servicing capabilities closer to our clients. Yokogawa’s investment in these local capabilities in the Middle East is a very big advantage to our customers – in terms of quicker response times to expedite project deliverables, training and the resolution of any local plant problems to maintain Safety and Production, and to increase plant efficiency.

In continuation of this customer support strategy, Yokogawa Middle East & Africa have opened and developed:

1. Centres of Excellence in Bahrain, Saudi Arabia and the UAE, complemented by Sales, Service and Training facilities in Egypt, Kuwait, Nigeria, Oman, Qatar, South Africa and more.
2. A transmitter modification and assembly line in Bahrain.
3. Analyzer Systems engineering and manufacturing factory in Dubai.
4. Graphics Engineering Centre in Saudi Arabia, which is totally staffed by local female engineers.
5. Panel assembly factory in Saudi Arabia and Bahrain.
In the Year 2012, Yokogawa Middle East & Africa BSC (YMA) inaugurated a state of the art assembly facility for Pressure Transmitters at the Kingdom of Bahrain. This is the first of its kind facility in the region. The line will perform modifications of Pressure and Differential Pressure transmitters to serve our Middle East customer base and support them with quicker deliveries.

**Key Objectives:**
- Offer Quick delivery for Pressure and Differential pressure transmitters.
- Handle “change order” requests with faster turnaround time.
- Handle customer inspections and special requests with help from local expertise.

The Assembly line Quality Control process is designed as per Yokogawa Manufacturing Group guidelines and each stage of assembly has inward, in-process and outward checking to ensure product quality as per the design standards. From Raw material inward receipt to finished goods dispatch there are clearly defined processes. There are pre-designed check sheets to capture the in-process inspection results. The automated calibration and configuration machines will ensure consistent quality production and easy retrieval of data for product traceability requirements. The “quality” differentiator is maintained with direct control of quality process by Yokogawa Head Quarter.

The Quality Management System incorporates all the assembly process and procedures to ensure a “Process Centric” approach. The line is certified by DEKRA(KEMA) to modify pressure transmitters complying to ATEX & IECEx standards.
The success of a Process Analyzer’s functionality lies in how well its sample handling system is designed. With our years of experience, Yokogawa has built up our Analytical Engineering, Integration and manufacturing center in Dubai to provide reliable and well-engineered Analytical Systems solutions to our customers in the Middle East And Africa. Yokogawa Analytical System Integration facility provides custom solutions including sample systems, analyzer racks, cabinets and shelters for gas and liquid analyzers in the field of Oil & Gas, Emission monitoring and other process industries.

Yokogawa ASI Facility is committed to develop local capabilities, show commitment to customer on local support, quality and response – be Competitive and take Ownership.
SERVICES

YMA DOES IT ALL

“Customer service is a function of how well an organization is able to constantly and consistently exceed the needs of the customer.” (Anonymous)
Regional Service Division (RSD) of YMA located in Bahrain, is the front end interface for all after-sales services to customers in the Middle East & Africa.

The professional Technical Support experts provide Customer Care and services during the Warranty and Product Lifecycle service period.

RSD contributes to the satisfaction of customers by providing services which meet and exceed Customers expectations with emphasis on safety and quality in all activities.

**A WIDE RANGE OF SERVICES MENU**

There is a wide range of services which commence from the time of system delivery to site:
- Managing Lifecycle Agreements (LCA)
- System installation, start-up & Commissioning service
- 24/7 emergency on call service and remote system diagnosis
- Scheduled on-site service
- Application enrichment service
- System software upgrade service
- Preventive Maintenance Visits
- Telephonic support for technical assistance
- Customer training (Standard and Customized)
- Spare parts management
- Environmental diagnosis and deterioration analysis
- Response center support (RCMA)

The services form a set of Service Level Agreements (SLA), from which customers can select which one fits their need and budget.

“Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.” (Anonymous)

Lifecycle Agreement (LCA) is an integrated package of solution services that optimizes maintenance by tailoring it to the customer’s equipment lifecycle. The program meets diverse needs by creating a lifecycle plan for each customer’s system and selects and combines the most suitable services from a wide range of options. This contributes to the customer’s Total Cost of Ownership (TCO) reduction as well as improves the reliability of the system.
Our Core Values

Yokogawa’s CSR activities are guided by a corporate philosophy that states in part, “As a company, our goal is to contribute to society through broad-ranging activities in the areas of measurement, control, and information.” Through its business operations, Yokogawa is providing valuable solutions to its customers that realize a more sustainable society by saving energy, improving plant safety, and conserving the environment. The Company recognizes international standards such as those set forth in the United Nations Global Compact and the ISO 26000 standard, and has introduced a Groupwide code of conduct and management system to ensure their observance.

Environmental Management

Aware of its responsibility to future generations, Yokogawa focuses on protecting the environment in all of its business activities and takes a mid to long-term approach to environmental management. Leveraging its measurement, control, and information technologies, Yokogawa works with its customers to promote the effective use of resources and significantly reduce greenhouse gas emissions. The Company also develops eco-friendly products and strives to minimize the environmental burden of its operations in compliance to local & International Standards such as the ISO 14001.
Quality and Customer Satisfaction

We place a high priority on achieving uniform quality worldwide and inspiring a quality first mindset in our workforce to keep our customers satisfied and earn their trust. Guided by the quality first principle that Yokogawa has stayed true since its establishment, we have established a Quality Management System (QMS) that encompasses all of our business processes, from planning and development to design, manufacturing, sales, and services. To attain global uniformity in quality, all of our main Group companies have acquired ISO 9001 certification.

Occupational Health & Safety Management

Recognizing the importance of Health & Safety globally, Yokogawa is adopting an Occupational Health & Safety Management System (OHSEMS) following the International Standards (e.g. OHSAS 18001) and local laws & regulations. By establishing such system, Yokogawa ensures its products, services and applications are Healthy & Safe for all users. Yokogawa values the individual Health & Safety and strives for a free accidents environment. Yokogawa continues to review & improve the efficiency of its OHSEMS and reinforces a Healthy & Safety behavior through several programs.

Yokogawa Human Development Academy

The Yokogawa Human Development Academy (YHDA) is committed to Corporate and Social Responsibility and collaborates extensively with Industry, academia and Governmental Institutions to transfer knowledge and impart skills by actively participating in local national Human Capital Development Initiatives.

Our Training programs are designed to complement the academic curricula and personal development plans. They range from applied short courses to intensive professional specialization programs or internships, alternating classroom training and “On the Job Training”.

Yokogawa offers total training solutions for every aspect of the plant Operational and Safety Performance, ensuring a seamless “Human versus Technology” Alignment.

Using the latest trends in training, we give priority to practice and use all of our available educational tools such as “Cloud” applications, Operator Training Simulators (OTS) or Augmented Reality Simulators.

Being integrated to the Technical Services Division, our Academy is in constant and continuous contact with our Customers, by our Service Engineers, the best way to be and stay aware of all best practices.