

# Genuine Service Excellence Program Summary

*Prepared in August 2016*

*prepared for*



*Jim & David  
Leef*

*Family-Owned and  
Operated Since 1930*



## **Prolamina**

 **AbsorbTech**<sup>®</sup>  
*Cleaner, safer solutions for industry*

Solutions at  
**Prolamina**

**Sorblts® Ultra Printer**



**Sorblts® Ultra HiTech**



## Thank you for partnering with us

Thank you for partnering with ITU AbsorbTech as your industrial laundry supplier.

We provide cleaner, safer solutions for industry. During our 80 plus years in business we have expanded operations to become one of the largest independently owned and operated industrial laundries in the United States. Servicing our customers through Genuine Service Excellence remains our focus.

The team of professionals servicing your account is highly experienced with tenure unmatched in the industry. We build loyal relationships by listening to and following up on your needs.

We appreciate your business and look forward to continuing to service your facility.

Jim Leef  
Owner and President

David Leef  
Owner and Vice President

## Family owned and operated since 1930

ITU AbsorbTech is owned and operated by the Leef family, now in its fourth generation of ownership. Brothers Jim and David Leef are committed to delivering superior service, obtaining the newest technologies, and remaining active in the community. Our environmentally preferred services include mats, garments, absorbents, towels, mops, gloves and first aid.



Icon marks members of the Genuine Service Excellence™ Team that services Prolamina.



Icon marks customized program reporting prepared for Prolamina.

## Managed Programs at Prolamina

### Exceptional people dedicated to you

We have a long-standing tradition of delivering Genuine Service Excellence<sup>SM</sup> - exceptional quality people, products, and services that attract, win and retain long-term, loyal customers.

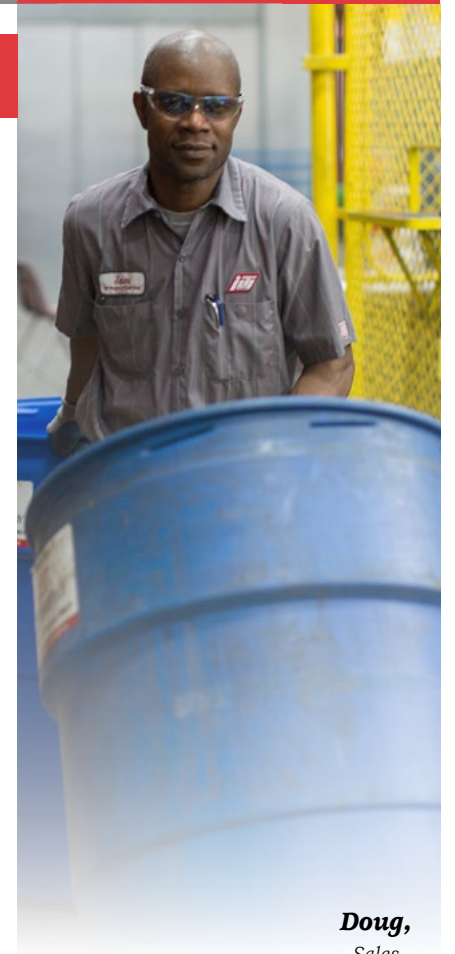
- **Award-winning Training Program** - All employees become certified in Genuine Service Excellence or Production Excellence. Our training program was recently ranked with Coca Cola and UPS as one of the world's best.



The ITU AbsorbTech team that services Prolamina is Genuine Service Excellence<sup>SM</sup> Certified.

- **Experienced and Team-oriented** - Our service team boasts an average tenure of over 15 years. We have a culture of working together as a team to service your account.

- **Safety First** - We follow strict adherence to your facility's safety requirements and take pride in our state awards recognizing a ITU AbsorbTech as a leader in safety excellence. Our 2016 MOD rate (a key indicator of safety) is 0.65.



Doug,  
Sales  
Manager

9 years  
NEW BERLIN, WI



To become certified, our employees invest over 30 hours of training and professional development through AbsorbU, our award-winning training program.



**Tony,**  
Route Service &  
Sales Representative

7 years  
NEENAH, WI



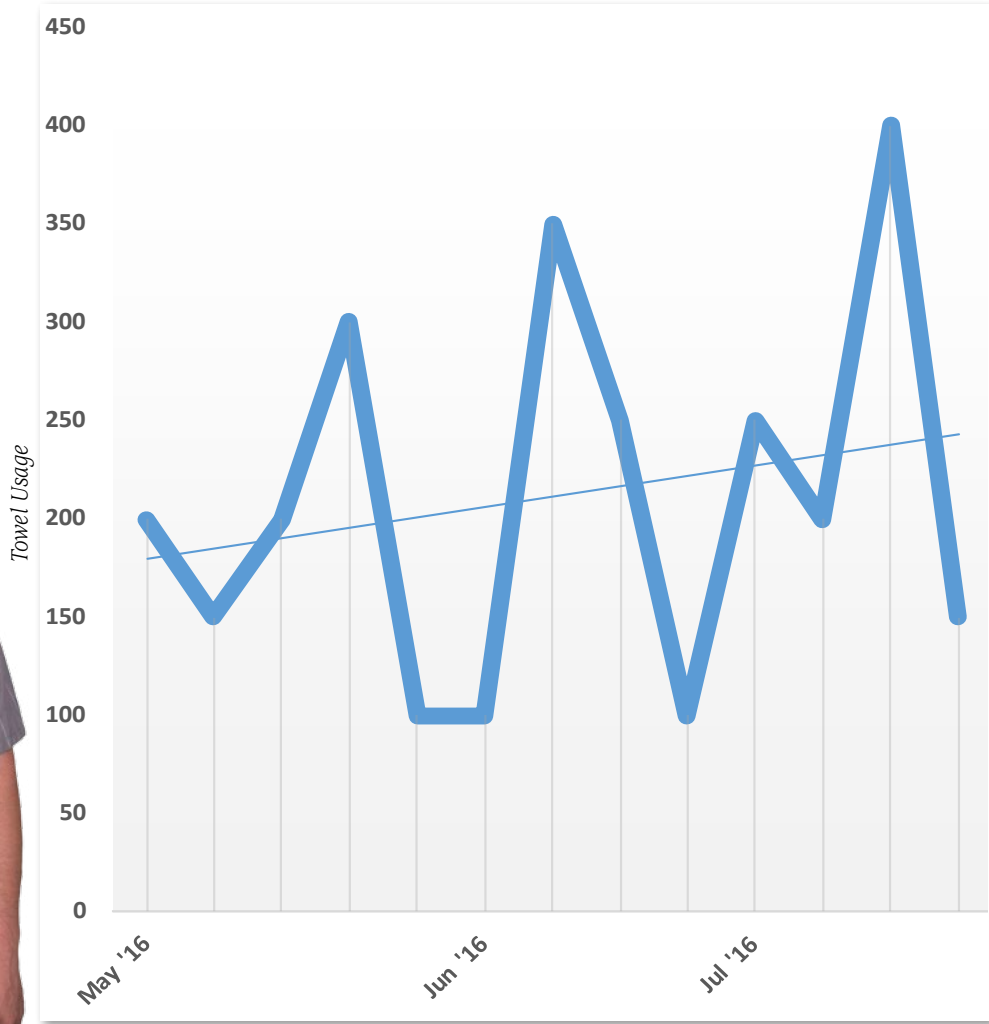
## Proactive Inventory Management

We manage Prolamina's inventory to ensure that product usage and inventory match current needs. We adjust inventory to match calendar and corporate seasonal adjustments to your program throughout the year, if necessary.

All adjustments made to inventory are authorized in writing by an authorized Prolamina employee on a Customer Change Order.

Pictured below is a summary usage report for Sorblts® Ultra Printer Towels at Prolamina.

### Usage Report - Sorblts® Ultra Printer Towels at Prolamina



## StraightUp™ Billing - no hidden fees

StraightUp!™ billing offers peace of mind so you can budget for the annual expense of your program. StraightUp!™ also saves time - you never have search for hidden or ancillary fees on your invoice.

- No automatic replacement charges (can add up to over 7% of inventory, or up to \$0.50 per towel, for example, with other programs).
- No hidden fees or surprises
- No unauthorized inventory charges

### Cost History Report Prolamina

Year	Qtr	Total Amount	Sorblts® Ultras	Sorblts® Ultra Printers	Misc*
2016	2	194	23	164	7
2016	1	245	70	168	7
2015	4	218	42	169	7
2015	3	221	47	168	6
2015	2	182	18	157	7
2015	1	201	22	172	7
2014	4	199	21	171	7
2014	3	191	22	163	6
2014	2	193	24	162	7
2014	1	204	46	151	7
2013	4	98	22	72	4
2013	3	15	14	0	1
2013	2	13	12	0	1
2013	1	34	29	0	2
2012	4	28	27	0	1
2012	3	15	13	0	2
2012	2	20	18	0	2
2012	1	10	6	0	4
2011	4	22	19	0	3
2011	3	27	22	0	5
2011	2	29	27	0	2
2011	1	33	7	0	0

Totals are dollar amounts shown as average weekly amounts  
(quarter total divided by 13 or 14 weeks).



Our commitment to uncompromising operator safety, environmental stewardship, and exceptional products and services through consistent training, process control and quality standards.



**Bill,**  
District Manager

15 years  
NEENAH, WI





## Measuring Our Performance at Prolamina

Customer Quality Visitation Reports (CQVRs) help facilitate a conversation about your program. We take the comments and ratings seriously in order to measure and track how our customers value our solutions and services. Through this process we:

- Maintain healthy, regular communications with Prolamina.
- Learn about specific concerns so we can take action in a proactive manner.
- Measure our performance and adhere to ISO principles.
- Discuss additional solutions and programs that address Prolamina's operational needs.
- Recommend inventory adjustments based on Prolamina's current and projected business conditions.

### Sample CQVR

#### 1. CUSTOMER SERVICE

How satisfied are you with ...	Not At All Satisfied									Extremely Satisfied	
Representatives? (Professionalism, Communication, Responsiveness)	1	2	3	4	5	6	7	8	9	10	N/A
Customer Response Center?	1	2	3	4	5	6	7	8	9	10	N/A
Delivery timeliness?	1	2	3	4	5	6	7	8	9	10	N/A
Invoicing System?	1	2	3	4	5	6	7	8	9	10	N/A

#### Improvements/Actions Needed:

*"THEY'RE EXTREMELY HAPPY WITH EVERY ASPECT OF SERVICE...CONSTANT COMMUNICATION AND TIMELY SERVICE AT ALL TIMES."*

*"Extremely happy with every aspect of service...constant communication and timely service at all times."*

#### 2. PRODUCTS

Indicate current product usage:  = Currently Used  = Need

- Sorblits®  Sorblits® Ultras  Floor Protection  Garment Program  Direct Purchase  
 Gloves  Dust Control  Filter Bags  Washroom Services  First Aid

How satisfied are you with ...	Not At All Satisfied									Extremely Satisfied	
Product Performance?	1	2	3	4	5	6	7	8	9	10	N/A
Current Quantities?	1	2	3	4	5	6	7	8	9	10	N/A

Include improvements/actions needed on reverse side

#### 3. OVERALL PERFORMANCE

How likely are you to recommend to friends and colleagues?	Not At All Likely									Extremely Likely	
How likely are you to recommend to friends and colleagues?	1	2	3	4	5	6	7	8	9	10	N/A
How likely are you to renew the service agreement?	1	2	3	4	5	6	7	8	9	10	N/A
How would you rate our overall performance?	1	2	3	4	5	6	7	8	9	10	N/A

Would you like to visit one of our facilities?  Yes  No If yes, which one?

Include improvements/actions needed on reverse side

#### 4. BUSINESS CLIMATE AT YOUR FACILITY

Projected 3-month climate compared to previous 3 months...	Significantly Lower			About the Same			Significantly Higher				
Order Volume	1	2	3	4	5	6	7	8	9	10	N/A
Production Hours	1	2	3	4	5	6	7	8	9	10	N/A
Employment	1	2	3	4	5	6	7	8	9	10	N/A

# 93

### ITU AbsorbTech's Net Promoter Score

Net Promoter Score (NPS) is a proven method utilized by companies worldwide for measuring and improving loyalty. Across industries, a score of 69 is considered exceptional.

## Solid Waste Stream Elimination

We understand that waste reduction is important to Prolamina. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. By using Sorblits® Towels, Prolamina:

- Diverts non-hazardous fluids from landfills and the sewer systems.
- Supports ISO 14001 and other sustainability objectives by conserving water, air, and utilization of raw materials.
- Eliminates the need for costly solid waste disposal, manifesting and incineration.

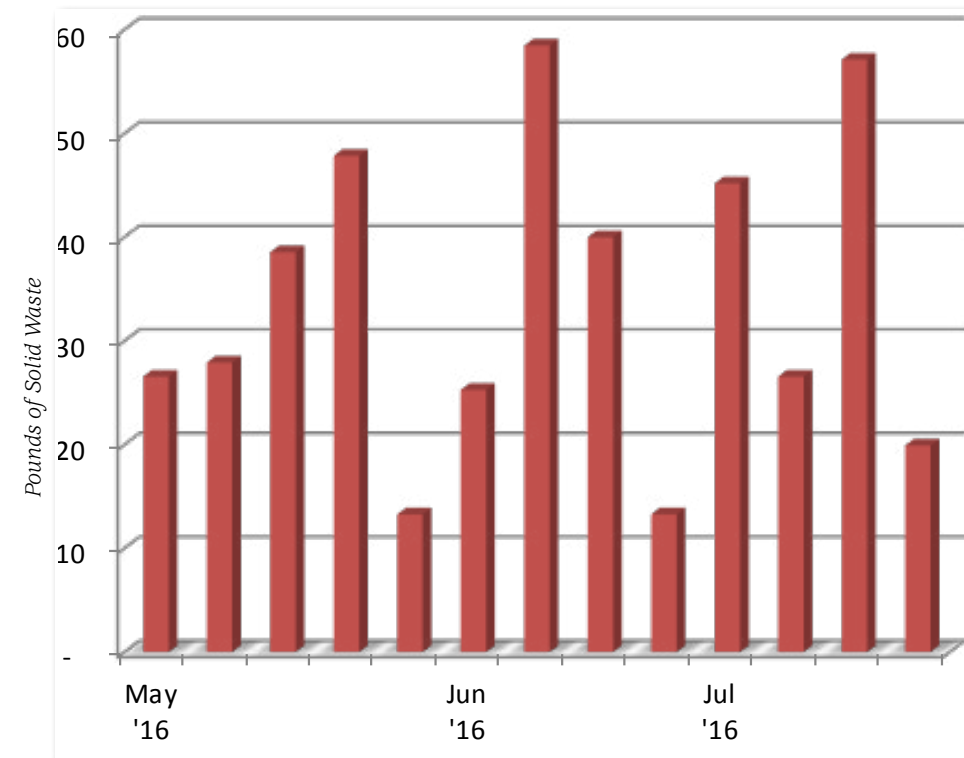


Prolamina's 2015 Waste Reduction Certificate



### Sustainability Impact of Sorblits® Towels

at Prolamina



Chad,  
Route  
Manager

12 years  
NEENAH, WI



## Our Customer Response Center

- Empowered to answer questions and manage your requests quickly.
- Speak to a live, local person
- 85% of all customer requests fulfilled immediately
- Experienced team with average tenure of 18 years

888-729-4884 or  
CRC@ITUAbsorbTech.com

**Curt,**  
General  
Manager

11 years  
NEENAH, WI



## Family of Services

For over 80 years, ITU AbsorbTech has provided managed service programs for launderable, reusable textile products in support of cleaner, safer and more productive work environments.



**It's a pleasure to provide  
Genuine Service Excellence  
to Prolamina!**

 **AbsorbTech**®  
Cleaner, safer solutions for industry

*Family-Owned and Operated Since 1930*

888-729-4884 ■ ITUAbsorbTech.com

All ITU AbsorbTech processing facilities are registered to **ISO 14001:2004**.  
South Bend, Indiana, processing facility is also registered to **ISO 9001:2008**.