



# Genuine Service Excellence Program Summary

September 2017  
prepared for



**Tom**  
District Manager  
New Berlin, WI

*Thank you for partnering with us*



# 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 & President



**David Leef**  
Owner & Vice President

## Your Genuine Service Excellence Team



**Tom Westrom**  
District Manager  
TWestrom@ITUAbsorbTech.com  
19 years at ITU AbsorbTech



**Tim Finley**  
Route Service & Sales Rep  
TFinley@ITUAbsorbTech.com  
16 years at ITU AbsorbTech



**Clint Bergmann**  
Route Service & Sales Rep  
CBergmann@ITUAbsorbTech.com  
19 years at ITU AbsorbTech



**Keith Dunn**  
Route Manager  
KDunn@ITUAbsorbTech.com  
19 years at ITU AbsorbTech



Icon marks customized program reporting prepared for your facility

# Managed programs at John Crane & Orion Corporation

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.
- **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.



*The ITU AbsorbTech team that services John Crane & Orion Corporation is Genuine Service Excellence<sup>SM</sup> Certified.*

## Solutions at John Crane & Orion Corp.

Standard Shop



Ultra<sup>TM</sup> Printer



Sorblts<sup>®</sup> SlipBusters<sup>®</sup>



Garments



Floor Mats



Cotton Roll Towels



Dust Mops





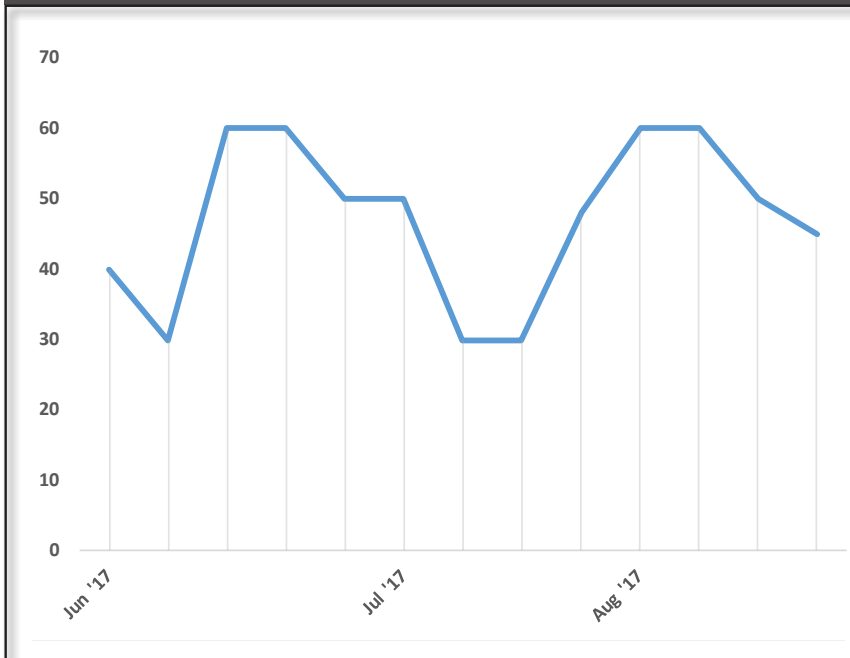
# Proactive inventory management

We manage John Crane & Orion Corporation'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 John Crane & Orion Corporation employee on a Customer Change Order.



**Summary usage report**  
Cotton Roll Towels at John Crane & Orion Corporation





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 hidden fees or surprises, no unauthorized inventory charges and no charge automatic replacement charges (can add up to over 7% of inventory with other programs). **And most importantly, we strive to be transparent with your program by providing reports to show you exactly what your program costs.**



### Cost History Report

Program costs at John Crane & Orion Corporation

Year	Qtr	Total Amount	Sorblts®	Sorblts® Ultras	Sorblts® Ultra Printers	Mops	Mats	Roll Towels	Uniforms	Washrm Serv	Misc*
2017	2	786	40	210	50	2	83	103	219	37	5
2017	1	803	59	204	64	2	82	96	226	28	2
2016	4	997	58	255	126	9	75	103	281	44	-1
2016	3	993	59	255	126	2	72	103	297	18	1
2016	2	956	55	222	19	2	69	103	328	41	3
2016	1	888	44	255	0	2	74	103	319	39	0
2015	4	838	48	255	0	2	70	103	261	53	2
2015	3	1,139	53	388	0	4	93	140	366	37	0
2015	2	1,091	45	388	0	4	90	140	349	44	-1
2015	1	1,163	75	388	0	4	96	140	368	51	-2
2014	4	1,143	63	388	0	4	96	140	374	30	0
2014	3	1,111	40	388	0	4	86	140	382	37	0
2014	2	1,132	56	388	0	4	91	140	361	55	2
2014	1	1,216	63	353	0	4	92	140	373	74	34
2013	4	1,164	57	388	0	4	98	140	378	46	2
2013	3	1,097	63	388	0	4	86	140	380	0	0
2013	2	1,035	45	388	0	4	94	140	320	6	0
2013	1	1,154	52	388	0	4	92	140	414	8	0
2012	4	1,121	52	388	0	4	98	140	375	6	1
2012	3	1,148	43	388	0	4	86	140	442	2	0
2012	2	1,117	59	388	0	4	91	140	381	17	2
2012	1	1,064	19	388	0	4	84	141	384	8	-2



# Measuring our performance

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 John Crane & Orion Corporation.
- ✓ 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 John Crane & Orion Corporation's operational needs.
- ✓ Recommend inventory adjustments based on John Crane & Orion Corporation's current and projected business conditions.



**Scott**  
General Manager  
New Berlin, WI



**Net Promoter Score for ITU AbsorbTech**  
*(based on CQVR results)*

Net Promoter Score - proven method companies worldwide use to measure and improve loyalty. A **69 out of 100** is considered exceptional.

# Solid waste reduction

We understand that waste reduction is important to John Crane & Orion Corporation. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Ultra™ Towels, Sorblts®, Cotton Roll Towels, and Mops, John Crane & Orion Corporation:

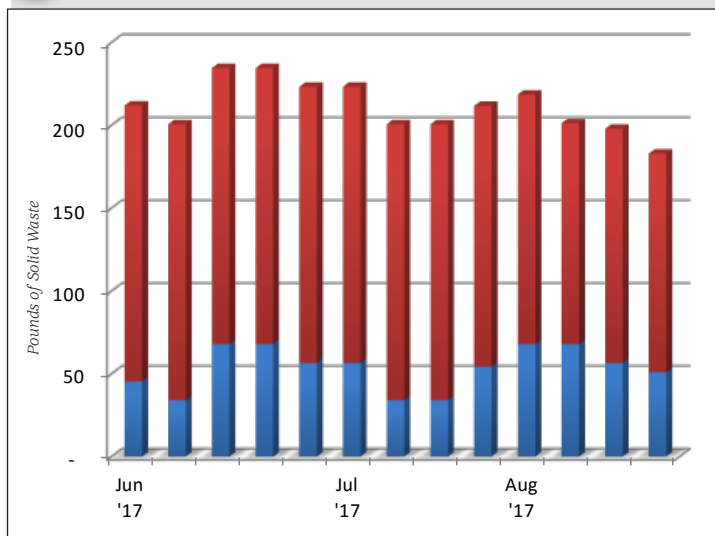
- Diverts non-hazardous fluids from landfills/sewers.
- Supports sustainability objectives (ISO 14001) by conserving water, air, and utilization of raw materials.
- Eliminates costly waste disposal, manifesting, incineration.



Our **Environmental Engineer, Jodi Drew**, is available for solid waste, solvent recovery & compliance questions.



**Sustainability Impact of  
Ultra™ Towels and Cotton Roll Towels**



## Achievement in Waste Reduction

**Sorblts®**

### JOHN CRANE & ORION CORPORATION

is recognized for its corporate environmental initiatives to reduce solid waste in support of ISO 14001 objectives from January 1 through December 31, 2016.

By utilizing the Sorblts® System including launderable, reusable textiles and managed service programs, your company eliminated the following solid waste

- 10,042 lbs. of industrial wiping towels**
- 577 lbs. of waste oil absorbents**
- 2,955 lbs. of restroom hand towels**
- 117 lbs. of mop heads**



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

Sorblits®, Ultra™ Towel, Cotton Roll Towel, Mop and Filter Bag programs are Zero to Landfill Solutions supporting our customers' sustainability and waste stream elimination goals.

John Crane & Orion Corporation's  
2016 Waste Reduction Certificate

## Customer Response Center



**Val, Margaret & Carolyn**  
Customer Response Center Team

- Speak to a live, local person
- Empowered to answer questions and manage your requests quickly.
- 85% of all customer requests fulfilled immediately
- Available by phone at (888) 729-4884 or by email at [CRC@ITUAbsorbTech.com](mailto:CRC@ITUAbsorbTech.com)

## A Leader in the Industry

ITU AbsorbTech is locally, nationally and internationally recognized as a leader in safety, environmental and training.



## Family owned and operated since 1930

ITU AbsorbTech is owned and operated by the Leef family now in its third generation of ownership. Brothers Jim and David Leef are committed to continuing the company's historical tradition of Genuine Service Excellence, process and service innovation, and community involvement.



**Jim & David Leef**  
Third Generation Owners



**Customer Response Center (888) 729-4884**  
**ITUAbsorbTech.com**

All products processed in our ISO 14001:2004 registered facilities. Our South Bend, Ind., processing facility is also registered to ISO 9001:2008.