



# Genuine Service Excellence Program Summary

April 2017  
prepared for

**BGS**  
Burlington Graphic Systems, Inc.



**Rick**  
District Manager  
New Berlin, WI

*Thank you for partnering with us*

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



# 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



**Rick Tomaz**  
District Manager  
RTomaz@ITUAbsorbTech.com  
8 years at ITU AbsorbTech



**Mark Jahns**  
Route Manager  
MJahns@ITUAbsorbTech.com  
20 years at ITU AbsorbTech



**Bob Lunowa**  
Account Executive  
BLunowa@ITUAbsorbTech.com  
4 years at ITU AbsorbTech



**Scott Hill**  
General Manager  
shill@ituabsorbtech.com  
6 years at ITU AbsorbTech



Icon marks customized program reporting prepared for your facility





# Managed programs at Burlington Graphic Systems, Inc.

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 Burlington Graphic Systems, Inc. is Genuine Service Excellence<sup>SM</sup> Certified.*

## Solutions at Burlington Graphic Systems, Inc.



Quilted Pads



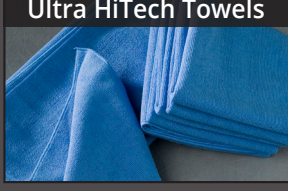
Natural Mats



Ultra Red Shop Towels



Standard Printer Towels



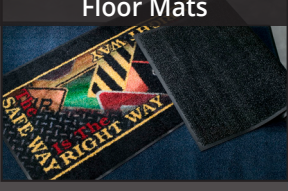
Ultra HiTech Towels



Wet & Dust Mops



Cotton Roll Towels



Floor Mats

# Proactive Inventory Management

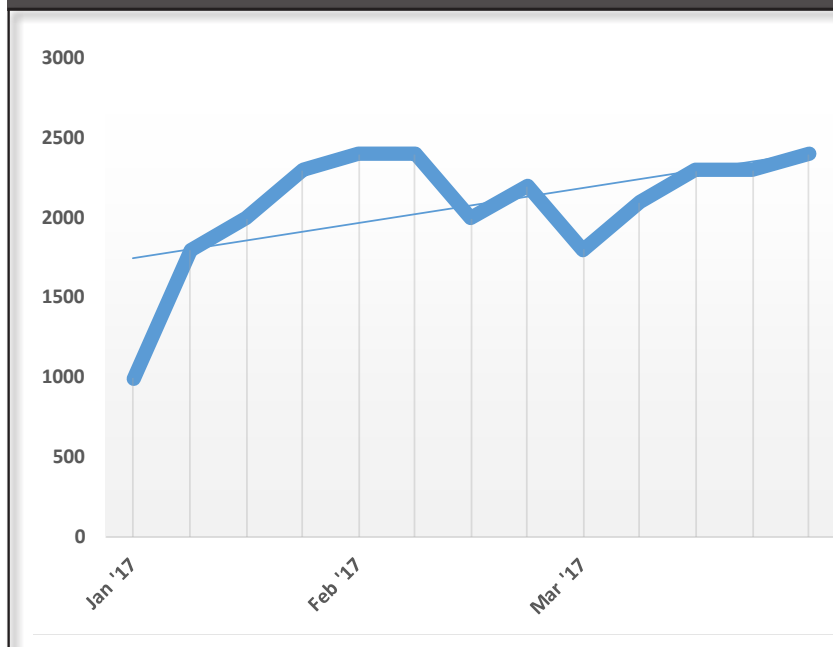
We manage Burlington Graphic Systems, Inc.'s inventory to ensure that product usage and inventory match current needs. We adjust inventory to match calendar and corporate seasonal adjustments to your program throughout the year, if necessary.

All adjustments made to inventory are authorized in writing by an authorized Burlington Graphic Systems, Inc. employee on a Customer Change Order.



## Summary usage report

Sorblts® Standard Printer Towels at Burlington Graphic Systems, Inc.







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 Burlington Graphic Systems, Inc.

Year	Qtr	Total Amount	Sorbbits®	Sorbbits® Ultras	Sorbbits® Ultra Printers	Mops	Mats	Roll Towels	Misc*
2017	1	493	22	4	343	34	37	30	23
2016	4	368	14	3	257	25	27	23	19
2016	3	364	10	3	257	25	27	23	19
2016	2	365	10	3	257	25	27	23	20
2016	1	489	14	4	343	34	37	34	23
2015	4	367	10	3	257	25	27	25	20
2015	3	363	7	3	257	25	27	25	19
2015	2	364	0	3	257	33	27	25	19
2015	1	486	0	4	343	44	37	34	24
2014	4	333	0	3	233	31	25	24	17
2014	3	396	0	4	286	34	27	23	22
2014	2	458	0	5	313	44	36	30	30
2014	1	336	0	3	228	33	27	23	22
2013	4	335	0	3	228	33	27	23	21
2013	3	335	0	3	228	33	27	23	21
2013	2	445	0	4	304	43	36	30	28
2013	1	323	0	0	228	25	25	23	22
2012	4	315	0	0	228	25	17	23	22
2012	3	265	0	0	210	17	9	15	14
2012	2	269	0	0	249	0	0	0	20
2012	1	189	0	0	174	0	0	0	15





# 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 Burlington Graphic Systems, Inc.
- ✓ 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 Burlington Graphic Systems, Inc.'s operational needs.
- ✓ Recommend inventory adjustments based on Burlington Graphic Systems, Inc.'s current and projected business conditions.



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



**Joe**  
Route Service & Sales Rep  
Elk Grove Village, IL

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 Burlington Graphic Systems, Inc. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Sorblits® Towels, Cotton Roll Towels, and Mops, Burlington Graphic Systems, Inc.:

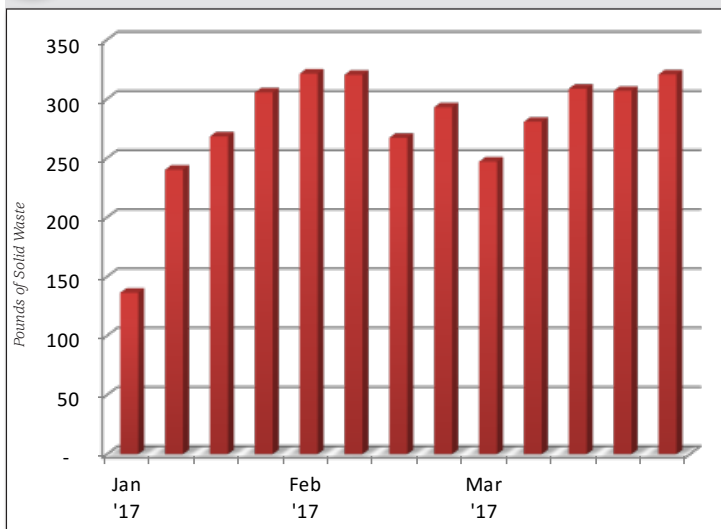
- Diverts non-hazardous fluids from landfills/sewers.
- Supports sustainability objectives (ISO 14001) by conserving water, air, and utilization of raw materials.
- Eliminates costly waste disposal, manifesting, incineration.



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



Waste reduction report for **Sorblits® Towels**



## Achievement in Waste Reduction

**Sorblits®**

### BURLINGTON GRAPHIC SYSTEMS, INC.

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

- 13,238 lbs. of industrial wiping towels**
- 489 lbs. of waste oil absorbents**
- 399 lbs. of restroom hand towels**
- 476 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 solid waste stream elimination goals.

Burling Graphic Systems, Inc.'s  
2016 Waste Reducing 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**.