


# **Genuine Service Excellence Program Summary**

*Prepared November 2016*

*prepared for*



Mercedes-Benz  
Vans



*Jim & David  
Leef*

*Family-Owned and  
Operated Since 1930*

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

Solutions at  
**Mercedes-Benz  
Vans, LLC**

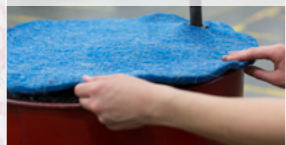
**Wet Mops**



**Sorblits® Natural Mats**



**Sorblits® Drum Top Liners**



## 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 Mercedes-Benz Vans, LLC.*



*Icon marks customized program reporting prepared for Mercedes-Benz Vans, LLC.*

## Managed Programs at Mercedes-Benz Vans, LLC

### 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 Mercedes-Benz Vans, LLC 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.*



**Eric,**  
Regional  
District Manager

6 years  
PIEDMONT, SC



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





## Proactive Inventory Management

We manage Mercedes-Benz Vans, LLC'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 Mercedes-Benz Vans, LLC employee on a Customer Change Order.**

The report pictured below summarizes the usage of SorbIts® Wet Mops at Mercedes-Benz Vans, LLC.

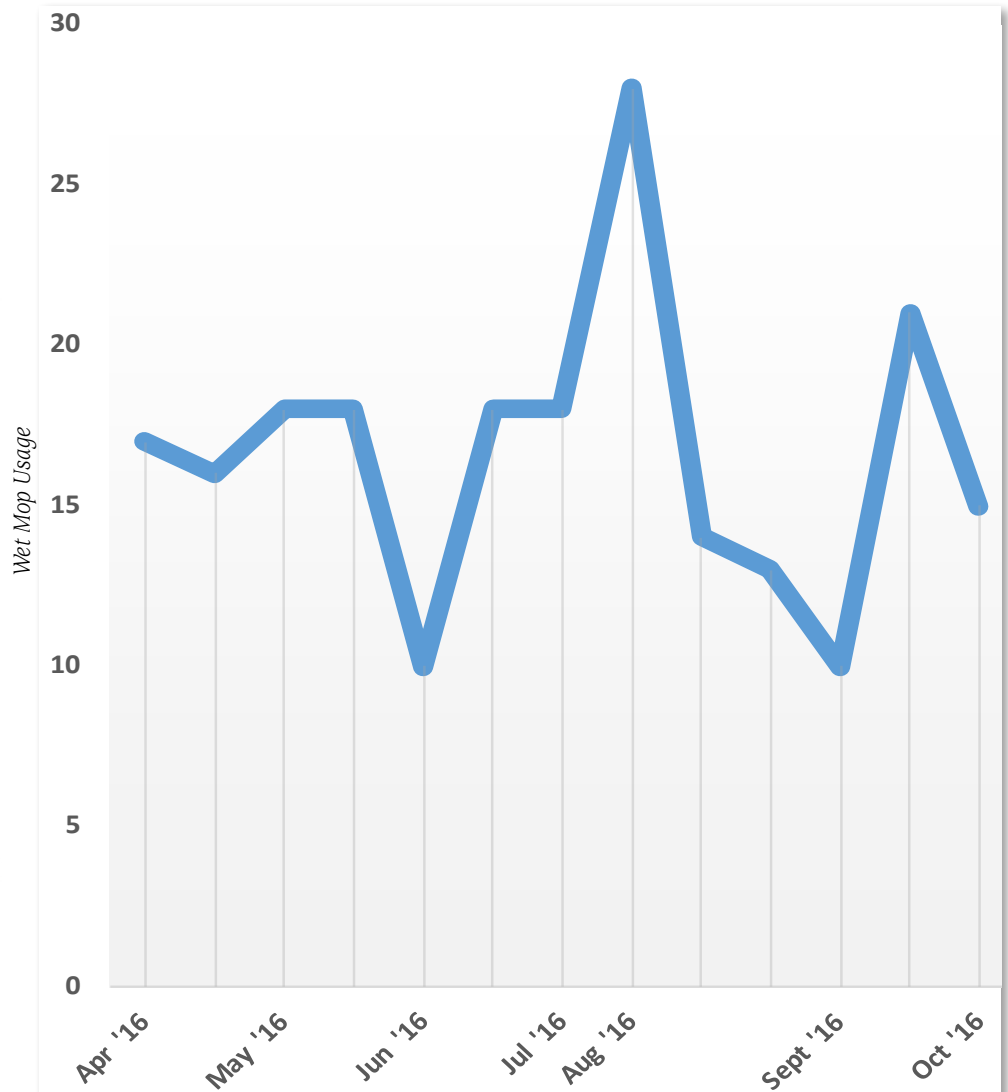


### Usage Report - Wet Mops

at Mercedes-Benz Vans, LLC

**Matt,**  
Route  
Manager

3 years  
PIEDMONT, SC



## 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

Mercedes-Benz Vans, LLC

Year	Qtr	Total Amount	Sorbblts®	Mops	Gloves	Misc*
2016	3	248	61	70	98	19
2016	2	218	52	57	91	18
2016	1	219	61	46	91	21
2015	4	188	52	35	83	18
2015	3	220	61	41	98	20
2015	2	213	50	35	111	17
2015	1	217	55	41	101	20
2014	4	201	41	38	103	19
2014	3	182	38	35	92	17
2014	2	217	44	41	112	20
2014	1	162	38	35	71	18
2013	4	218	44	41	112	21
2013	3	188	38	35	85	30
2013	2	201	44	41	96	20
2013	1	150	38	35	60	17
2012	4	150	6	0	123	21
2012	3	144	0	0	126	18
2012	2	95	0	0	77	18
2012	1	103	0	0	88	15
2011	4	138	0	0	117	21
2011	3	89	0	0	71	18
2011	2	122	0	0	102	20
2011	1	77	0	0	63	14

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



**John,**  
Route Service &  
Sales Representative

9 years  
PIEDMONT, SC



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



## Measuring Our Performance at Mercedes-Benz Vans, LLC

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 Mercedes-Benz Vans, LLC.
- 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 Mercedes-Benz Vans, LLC's operational needs.
- Recommend inventory adjustments based on Mercedes-Benz Vans, LLC's current and projected business conditions.



# 100

Net Promoter Score for  
our service at **Mercedes-Benz Vans, LLC**  
(based on CQVR results)

### About 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.

Account Name Mercedes-Benz Vans, LLC **CQVR from Mercedes-Benz Vans, LLC** Site AR  
 First Location # 72  
 Account Contact Name\* Richard Connor Account Contact Email\* \_\_\_\_\_  
 Route Service & Sales Rep. Tony Loeper ITU AbsorbTech Employee Jerry McCann  
 \*Include additional contact names and emails on reverse side

### 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:

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### 2. PRODUCTS

Indicate current product usage: Y = Currently Used X = 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 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

Customer Signature \_\_\_\_\_ Date 8/27/16  
 ITU AbsorbTech Employee Signature \_\_\_\_\_ Date 8-8-16

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## Solid Waste Stream Elimination

We understand that waste reduction is important to Mercedes-Benz Vans, LLC. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of SorblIts® and Mops, Mercedes-Benz Vans, LLC:

- 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.

**SorblIts® — The Waste Free Absorbent System**

### Achievement in Waste Reduction

**MERCEDES-BENZ VANS, LLC**

is recognized for its corporate environmental initiatives to reduce solid waste in support of ISO 14001 objectives from January 1 through December 31, 2015.

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

**374 lbs. of waste oil absorbents**  
**642 lbs. of mop heads**

**SUSTAINABILITY**  
PEOPLE ENVIRONMENT ECONOMY

**AbsorbTech**  
The World's Most Advanced Absorbent

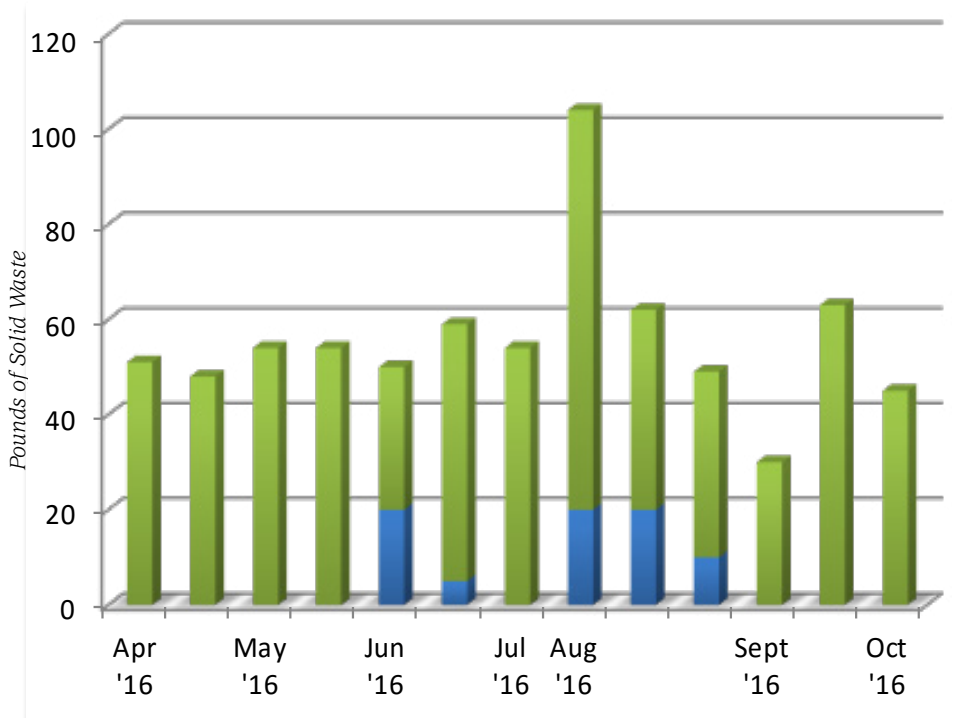
ITU AbsorbTech's unique SorblIts® Waste Free Absorbent System, Cotton Roll Towels, Mop Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.

**Mercedes-Benz Vans, LLC's 2015 Waste Reduction Certificate**



### Sustainability Impact of SorblIts® and Wet Mops

at Mercedes-Benz Vans, LLC



**Jodi,**  
Environmental  
Engineer

21 years  
NEW BERLIN, 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

## 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 Mercedes-Benz Vans, LLC!

**Val**  
10 years



**Margaret**  
28 years

**Carolyn**  
1 year

**Customer Response Center Team**



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

**Family-Owned and Operated Since 1930**

888-729-4884 ▪ ITUAbsorbTech.com

All our processing facilities are registered to **ISO 14001:2004**.  
South Bend processing facility also registered to **ISO 9001:2008**.