



# Genuine Service Excellence Program Summary

October 2017  
prepared for



**Dan**  
District Manager  
Titusville, PA

*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



**Dan Morris**  
District Manager  
DMorris@ITUAbsorbTech.com  
1 year at ITU AbsorbTech



**Chad Prather**  
Route Service & Sales Rep  
CPrather@ITUAbsorbTech.com  
14 years at ITU AbsorbTech



**Travis Locke**  
Route Service & Sales Rep  
TLocke@ITUAbsorbTech.com  
12 years at ITU AbsorbTech



Icon marks customized program reporting prepared for your facility



# Managed programs at Witherup Fabrication & Erection, 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 Witherup Fabrication & Erection, Inc. is Genuine Service Excellence<sup>SM</sup> Certified.

## Solutions at Witherup Fabrication & Erection, Inc.

SorbIts<sup>®</sup> Quilted Pads



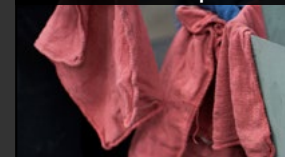
SorbIts<sup>®</sup> SlipBusters<sup>®</sup>



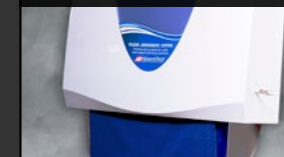
SorbIts<sup>®</sup> Natural Mats



Ultra<sup>™</sup> Red Shop Towels



Cotton Roll Towels



Garments



Floor Mats

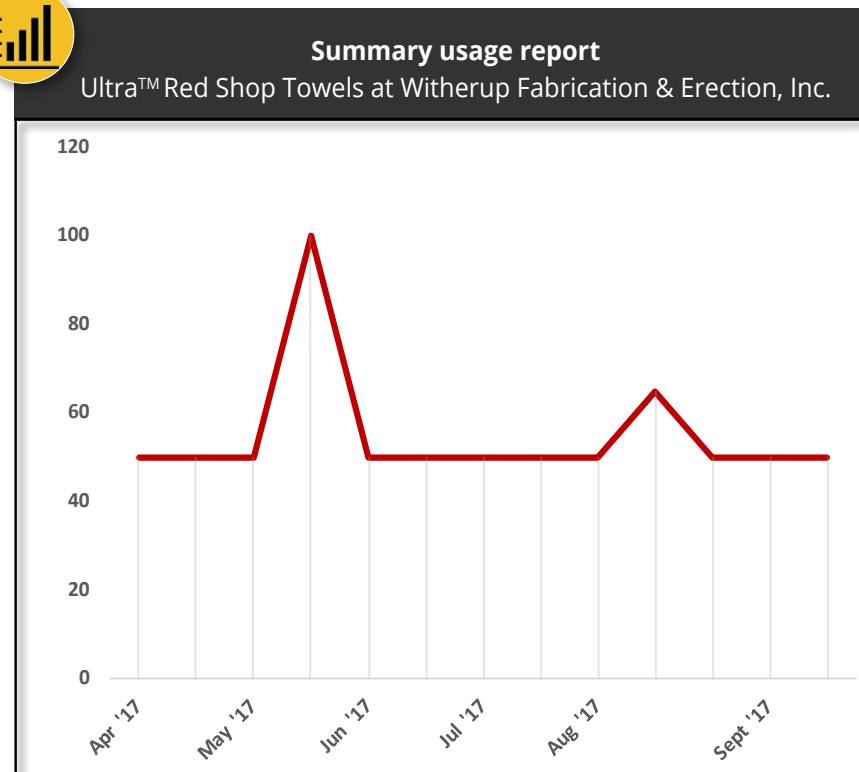




# Proactive inventory management

We manage Witherup Fabrication & Erection, 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 Witherup Fabrication & Erection, Inc. employee on a Customer Change Order.



# StraightUp!™ Billing

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 Witherup Fabrication & Erection, Inc.

Year	Qtr	Total Amount	SorbIts®	SorbIts® Ultras	Mats	Roll Towels	Uniforms	Misc'
2017	3	88	20	7	29	15	11	6
2017	2	92	20	8	27	13	18	6
2017	1	100	20	6	35	15	16	8
2016	4	101	20	8	27	17	23	6
2016	3	91	18	6	28	18	13	8
2016	2	79	9	7	27	13	16	7
2016	1	91	11	6	34	20	12	8
2015	4	79	9	7	27	18	12	6
2015	3	93	11	6	28	21	19	8
2015	2	83	9	7	27	18	16	6
2015	1	94	11	6	34	21	13	9
2014	4	82	10	7	26	19	13	7
2014	3	79	9	7	26	18	13	6
2014	2	91	10	6	33	20	13	9
2014	1	80	9	7	26	18	14	6
2013	4	84	10	6	27	20	13	8
2013	3	79	9	7	26	18	13	6
2013	2	93	10	6	33	20	15	9
2013	1	73	3	7	26	18	13	6
2012	4	75	0	6	27	20	14	8
2012	3	73	0	7	24	17	19	6
2012	2	77	0	6	31	19	13	8
2012	1	69	0	7	24	17	15	6



# 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 Witherup Fabrication & Erection, 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 Witherup Fabrication & Erection Inc.'s operational needs.
- ✓ Recommend inventory adjustments based on Witherup Fabrication & Erection, Inc.'s current and projected business conditions.



**Rick**  
Route Manager  
Titusville, PA



**Net Promoter Score at 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 Witherup Fabrication & Erection, Inc. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Ultra™ Towels, Sorblits®, and Cotton Roll Towels, Witherup Fabrication & Erection, Inc.:

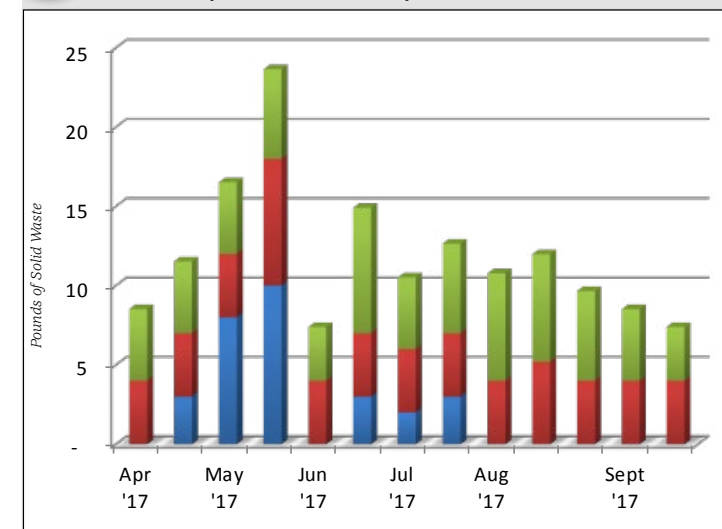
- Diverts non-hazardous fluids from landfills/sewers.
- Supports sustainability objectives (ISO 14001) by conserving water, air, and utilization of raw materials.
- Eliminates costly waste disposal, manifesting, incineration.



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



**Waste reduction report for Sorblits®, Ultra™ Towels, and Cotton Roll Towels**



## Achievement in Waste Reduction

### Sorblits®

### WITHERUP FABRICATION & ERECTION, 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

- 113 lbs. of industrial wiping towels**
- 130 lbs. of waste oil absorbents**
- 151 lbs. of restroom hand towels**



Witherup Fabrication & Erection, 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.



**Customer Response Center (888) 729-4884**  
**[ITUAbsorbTech.com](http://ITUAbsorbTech.com)**



**Jim & David Leef**  
Third Generation Owners

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