



# Genuine Service Excellence Program Summary

Prepared November 2016

*prepared for*

## Talley Metals Technology, Inc.



*Jim & David  
Leef*

*Family-Owned and  
Operated Since 1930*

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

Solutions at  
**Talley Metals  
Technology, Inc.**

**SorbIts® Natural Mats**



## **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 Talley Metals Technology, Inc.*



*Icon marks customized program reporting prepared for Talley Metals Technology, Inc.*

## Managed Programs at Talley Metals Technology, Inc.

### 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 Talley Metals Technology, Inc. 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 Talley Metals Technology, 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 Talley Metals Technology, Inc. employee on a Customer Change Order.

The report pictured below summarizes the usage of Sorblts® Natural Mats at Talley Metals Technology, Inc.

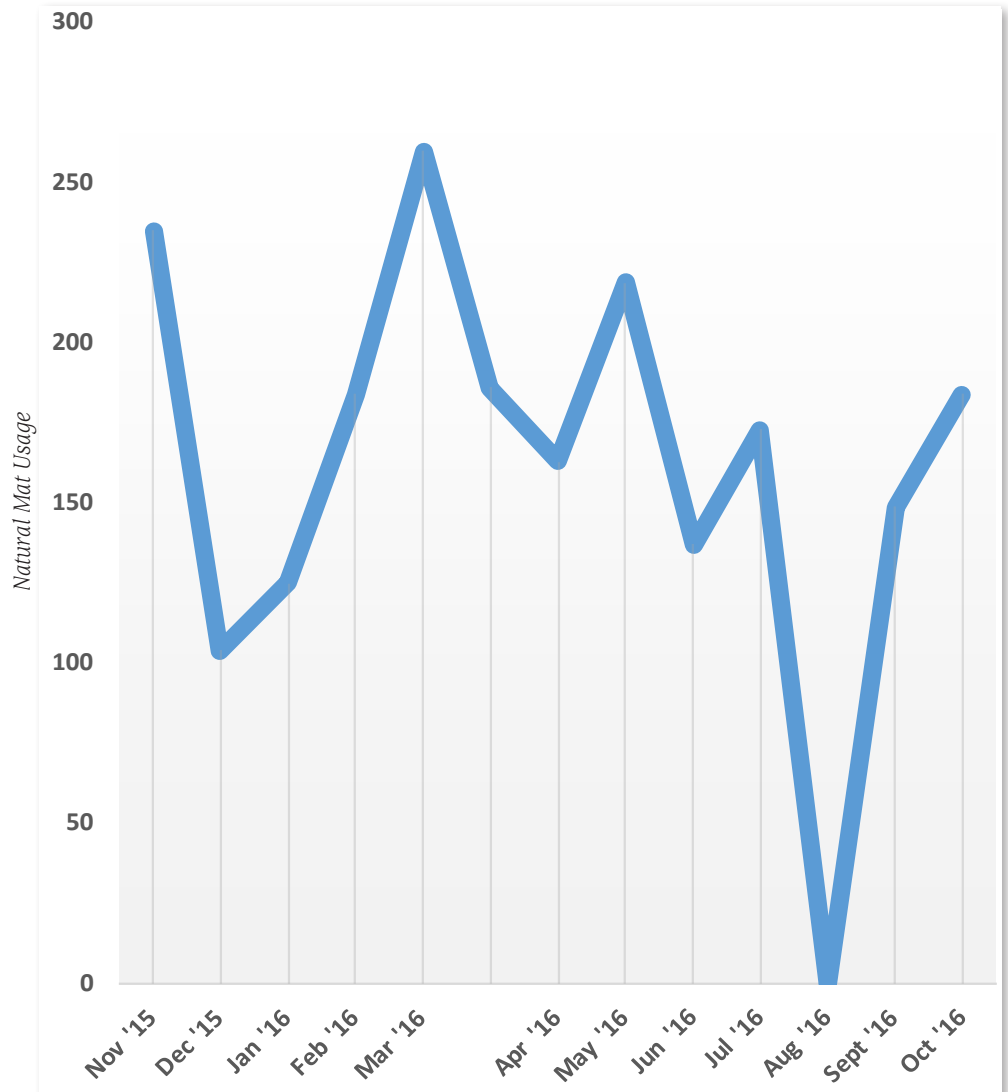


### Usage Report - Sorblts® Natural Mats

at Talley Metals Technology, Inc.

**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

Talley Metals Technology, Inc.

Year	Qtr	Total Amount	Sorblts®	Misc*
2016	3	128	128	0
2016	2	128	128	0
2016	1	170	170	0
2015	4	128	128	0
2015	3	135	134	1
2015	2	147	143	4
2015	1	196	190	6
2014	4	136	132	4
2014	3	222	217	5
2014	2	199	193	6
2014	1	148	143	5
2013	4	148	143	5
2013	3	148	143	5
2013	2	194	188	6
2013	1	139	135	4
2012	4	139	135	4
2012	3	139	135	4
2012	2	185	179	6
2012	1	135	131	4
2011	4	135	131	4
2011	3	201	197	4
2011	2	179	174	5
2011	1	131	128	3

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.*



**John,**  
Route Service &  
Sales Representative

9 years  
PIEDMONT, SC





## Measuring Our Performance at Talley Metals Technology, Inc.

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 Talley Metals Technology, 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 Talley Metals Technology, Inc.'s operational needs.
- Recommend inventory adjustments based on Talley Metals Technology, Inc.'s current and projected business conditions.

### CQVR from Talley Metals Technology, Inc.

Account Name Talley Metals  
 First Location # 725688-004 City McBee State SC  
 Account Contact Name\* Al James Account Contact Email\* RJames@cartech.com  
 Route Service & Sales Rep. Travis Watkins ITU AbsorbTech Employee Eric Martin  
 \*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	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	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	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	1	2	3	4	5	6	7	8	9	10	N/A

Improvements/Actions Needed:

Al is pleased with everything. SorbDts® program is running the best it ever has.

#### 2. PRODUCTS

Indicate current product usage: Y = Currently Used X = Need

SorbDts®  SorbDts® 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	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	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	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	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

Robert James 3-2-16 Eric Martin 3/2/16  
 Customer Signature Date ITU AbsorbTech Employee Signature Date



# 100

Net Promoter Score for our service  
 at **Talley Metals Technology, Inc.**  
 (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.

# Solid Waste Stream Elimination

We understand that waste reduction is important to Talley Metals Technology, Inc. Our programs have a measurable impact in pounds of solid waste eliminated from landfill. Through the use of Sorblits®, Talley Metals Technology, Inc.:

- 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

**TALLEY METALS TECHNOLOGY, INC.**

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

**5,175 lbs. of waste oil absorbents**

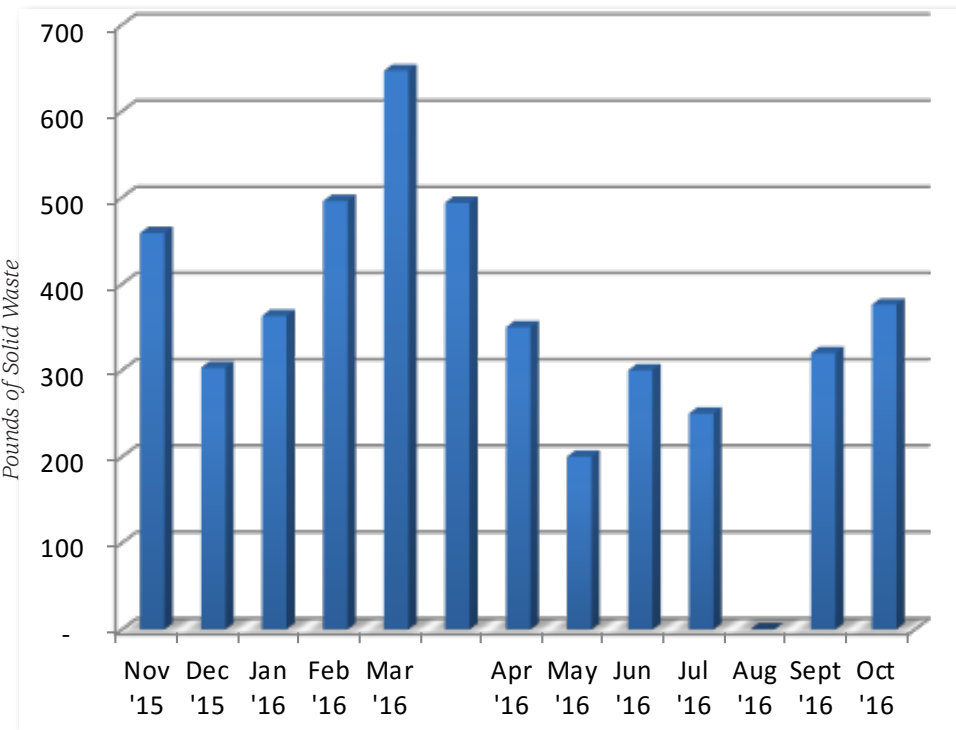
ITU AbsorbTech's unique Sorblits® Waste Free Absorbent System, Cotton Roll Towels, Map Heads and Filter Bag processing are integral to sustainability philosophies that balance economic, environmental and social responsibilities.



Talley Metals Tech., Inc.'s 2015 Waste Reduction Certificate



## Sustainability Impact of Sorblits® at Talley Metals Technology, Inc.



**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](mailto: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  
 Talley Metals Technology, Inc!**

**Val**  
 10 years



**Margaret**  
 28 years



**Carolyn**  
 1 year



**Customer Response Center Team**



**Family-Owned and Operated Since 1930**

888-729-4884 ▪ [ITUAbsorbTech.com](http://ITUAbsorbTech.com)

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