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September, 2010

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Rutter's has been a client of Quantum services since 1994. Krissy Shultz and I have worked together for about 6 years and I do appreciate the value we gain from our relationship with Quantum Services and their local team.

Of course, confidence in the accuracy of the inventory audits is vital. Quantum satisfies our need for the highest accuracy via their processes, tools, and people. The fact that Quantum has developed software (Keystroke Detail) that allows us to view detail when needed, raises the level of trust in their accuracy. When I see audit data that I want to research further, the Keystroke Detail provides me with good insight.

Technology is changing constantly, so having up to date technology and well-trained people who really care about Rutter's business matters to me greatly.

I know when I have questions concerning audits, the Quantum team works hard to get all of my questions answered.

- The Quantum team understands reports and determines what actions need to be taken based on the audit results.
- Communication: Quantum gives us an opportunity to solve cross-departmental issues, fine tune audits, and develop processes to make things easier and more effective.

When an issue does arise- as they inevitably do- Krissy does handle it immediately and to our satisfaction.

Overall, I would say Krissy and the auditors work very hard to assure clarity of communication, scheduling, and audit reports to name but a few things. With clarity, we make the most of our time, enjoy greater financial outcomes, and reduce our risk of costly shrink.

Jere Matthews  
VP, Operations