



Randy Burke  
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Randy,

I would like to take this opportunity to communicate about our view of Quantum Services. You guys do all the basics right and well. That is not so common in today's complex world. It's hard to find vendors you can trust and rely on. **So whether it is assured accuracy of the item-level audits or commitment to tracking audit schedules & completion, we can rely on Quantum to ensure we are covered.**

But you go well beyond the basics. For example, one of the most valuable aspects of your service is the quarterly Business Review Meeting process. The regular "BRM" discussions are very helpful in our business relationship. Not only do we get to look back and analyze the previous quarter, we also get to look ahead. Discussing potential problems, opportunities, and risks. I think these meetings also save us a **lot of time because they help us stay focused and not get distracted by the daily "noise".**

As you know, we are strong believers in controlling and reducing risk of losses. When our managers & operations know they can rely on the integrity of the auditors, and on the solid audit process, they respond to suggestions and take action to make improvements. From a corporate culture standpoint, Quantum helps us demonstrate to associates that we all have the same goals in mind, and that we are walking the talk.

**The level of trust in Quantum is very high throughout the multiple levels of the company that interact with Quantum.** The teamwork approach and positive attitudes of your auditors communicates to us every day that our needs and requirements are of the utmost importance to you.

Responsive, thoughtful, reliable, helpful, and exceptional are a few words that come to mind when I think about Quantum.

You were the right choice and the smart choice to be our audit partners.

Sincerely,

Christine Treese