



Dear Randy:

I want to thank you and your team for saving us a great deal of time and money – and for doing so year in and year out for almost 30 years. As you know, Quantum Services has been conducting audits for us since 1982, and our business partnership has resulted in thousands of dollars of savings to our company each year we've worked together.

There are a great number of things we value in our relationship with Quantum. Here are a few:

- **Reliability:** Your auditors can be relied upon to do whatever it takes to get all the audits completed, accurately, and on time, which can be especially challenging with the multitude of schedule parameters and variety of stores we operate.
- **Diligence:** The fact that you help us monitor audit completions and frequencies is an added bonus, not only because you save us valuable management time, but because your diligence reduces our risk of losses.
- **Knowledge of our stores:** Through your SPOT Reports your experienced auditors share their observations of what is really going on in the stores. They identify problems in the stores while they are still small. We take action on their suggestions. This also gives us the comfort that we are not at a high risk for surprises in the stores.
- **Consistency:** The extensive geography over which our stores are located means that we rely on your consistency of processes and reporting to make store-to-store comparisons. Little things, over time, add up to big things, and to a lot of money saved and made.

During the nearly 30 years of working together we have experienced very few service issues. One would have expected there to be more issues over almost 3 decades, but there haven't been. Whenever an issue occurred, Quantum listened and then promptly, professionally and effectively addressed them. Your experienced and highly trained auditors put Quantum Services in a class by itself.

Finally, you make it easy and efficient to do business with. This saves us time, lots of time. Having a centralized management contact for our relationship enables us to limit the overhead resources necessary to manage such an important function.

We really appreciate you and Quantum Services.

Sincerely,
Rob Jennings