



March 1, 2007

RE: INSULECTRO ISO 9001:2000 Certification

Insulectro has been ISO certified for many years. This year we embarked on an across-the-board quality improvement process which includes: 5S; visual factory; the implementation of automated KPIs down to the function / desktop level; a complete rewrite of our training to improve our employee's understanding of the industry, improve their performance and quality; an effective pay for performance approach based on measurable results; and more. These and other changes are already starting to produce significant improvements in our employee performance and the quality of the work they perform. We expect these changes to be very visible to our customers over the next several months.

Insulectro is proud to be focused on Delivering Superior Access to World-Class Products Supported by Reliable Services and Resources. While it will take some time to make a complete sweep of all of our processes, this effort is our highest priority, has the full support of leadership, and will produce remarkable results. We are already showing greater improvement than we made under our ISO program. Based on our concentration on this effort, we have chosen to allow our ISO certification to lapse.

We look forward to serving you, and having an opportunity to satisfy your product, service and support needs.

Let us know if you need further information.

Best regards,

Bob Bosche'
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