



RE: INSULECTRO ISO 9001:2000 Certification

As of 2007, Insulectro as a company had made the decision to allow our ISO certification to expire. The decision was made as part of a company initiative to embark on an across-the-board improvement process specific to the goods and services Insulectro provides. The improvements included implementing 5S standards, visual factory, automated KPI's down to the function/desktop level, a complete re-write of our training standards, and a renewed approach to continuous improvement through quality initiatives. These and other changes have already produced significant improvements in our employee performance and the quality of the work they perform. This focus on improvement through our quality programs should be evident in the way we currently do business with our customers.

Insulectro is proud to be focused on *Delivering Superior Access to World-Class Products Supported by Reliable Services and Resources*. While we continue to make improvements, this effort is one of our highest priorities, has the full support of leadership, and will continue to push us to produce remarkable results. The improvements we have made through our focus on quality has already proven to be much greater than the gains we had made under our previous ISO program. It is due to this genuine focus and commitment to our own quality standards that we could make such strides in improving our service standards, and the core reason we allowed our ISO certification to lapse.

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

Sincerely,

John Kim
Director of Quality
INSULECTRO