



QUALITY SINCE 1889

Design, Manufacture and Installation of Theatrical Equipment Worldwide

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Malcolm -

We consider our customers to be our partners and you're a very important part of our partners' success. We need quality suppliers and subcontractors for our company's mission of "**Making Our Partners Successful**" to be possible. For example, our daily goal of "On-time, Complete and Correct" shipments to these key partners is critical to your and our success.

We feel it is mandatory to inform our key suppliers and subcontractors of their performance. Listed below are our measures for you, along with our 2006 goal for each. If your performance was below our goals, you will be receiving a call to see how we can work with you to improve.

	Your 2006 Performance	JR Clancy 2006 Goal
On-time, Complete and Correct shipment % to JR Clancy	100%	95%
# of Supplier Corrective Action Requests (Supplier CARs)	0	0
Supplier CAR responsiveness – (effective and timely responses)	New for 2007	New for 2007

Last year Mike Murphy wrote you to say we were adding "correct" to your goal of on-time and complete. That is the same way we measure our own performance. This year we will also measure your corrective action responsiveness – looking at whether the corrective action really addresses the root cause of the problem, and if we receive it in a timely fashion. Your response within five days of receiving a CAR ensures that the problem gets looked at while the trail is still warm, and that the issue is resolved before it can reoccur.

If you have questions, thoughts, or suggestions for improvement, please call me as soon as possible so we can keep our relationship strong.

Thank you for your support and best wishes for continued success during 2007.

Sincerely,

Bob Buttner
Vice President, Operations

