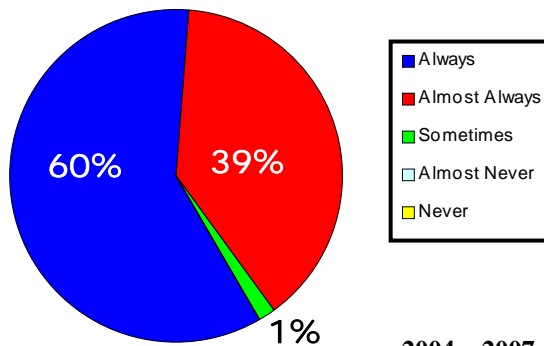




Providing the Highest Quality Service Year After Year!

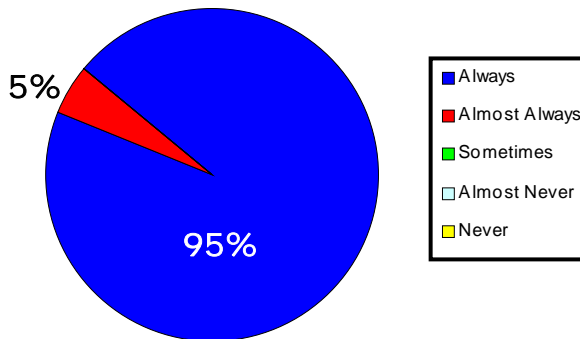
QUALITY

PCORE's overall performance meets or exceeds the competition.*



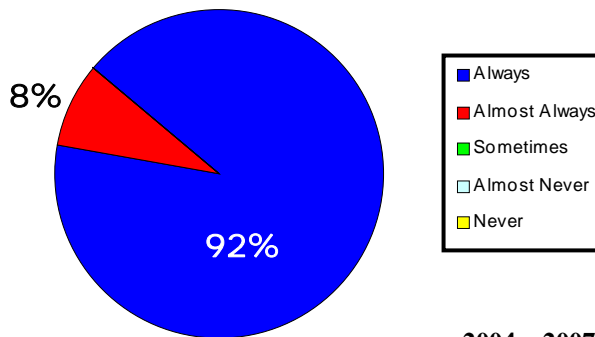
2004—2007

The customer service I receive from PCORE meets my company's service standards.*



2004—2007

The technical service I receive from PCORE meets my company's service standards.*



2004—2007

* In each survey year (2004-07) ISO survey respondents were asked to choose the answer that best described their experience, as it applied to this statement, in dealing with PCORE.

** Each year's survey results consist of respondents that totaled at least 50% of PCORE bookings from the year in question.

- **PCORE** holds an **ISO 9001:2000** Registration through the Quality Management Institute.
- **PCORE** was the **1st** North American bushing company to become ISO certified.
- **PCORE** is part of only **3%** of North American companies registered to the **ISO 9000 Standard** series.
- **PCORE** provides quality internet tools that simplify the bushing purchase process; cross-reference guide, certified test reports, technical documents, suffix explanations & much more!

SERVICE

- Since 2004, **99%** of our annual ISO survey respondents said that our **overall performance** "always or almost always meets or exceeds the competition."
- Since 2004, **100%** of our annual ISO survey respondents said that our **customer service** "always or almost always meets their company's service standards."
- Since 2004, **100%** of our annual ISO survey respondents said that our **technical service** "always or almost always meets" their company's service standards."

THE POWER TO SERVE™

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