

# tube forgings

OF AMERICA INC

5200 N.W. FRONT • PORTLAND, OREGON 97211

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To Our Valued Customers:

Leaders in our industry know that quality products and service are more important than ever, particularly in these times when businesses are increasingly scrutinized for their performance in the marketplace. What some fail to realize, though, is that meeting customers' requirements is directly related to the company's commitment – from top to bottom – to developing, implementing and adhering to a rigorous quality-assurance program.

We at Tube Forgings of America have been dedicated to this level of quality assurance since 1955. In 1993, we became the first domestic fitting manufacturer in the United States to achieve ISO certification and have been continuously certified since then. This year, we extended our record of excellence by becoming the first domestic fitting manufacturer certified to the newest ISO Quality Standard, ISO 9001-2000.

The ISO 9001-2000 standard reflects some significant revisions, particularly in the area of customer service and satisfaction. Yet before this new standard was even developed, our own quality-assurance system addressed the areas of Customer Satisfaction and Serviceability. In fact, we're known in the industry for continually exceeding expectations in the areas of fill rate, error-free shipments and transactions, target inventory levels, honoring backorders in a timely manner and speed of initial shipment. It's a reputation of which we're proud, a reputation on which our customers rely, and a reputation that no other fitting manufacturer in the industry can claim.

As we look toward the second half of 2003, current ISO certificate holders will be required to be re-certified to the ISO 9001-2000 standard by December 15. Companies that fail to meet this deadline will lose their certification until a full audit has been conducted and approved. In the meantime, we will continue to forge ahead in the areas of customer service and satisfaction, gratified with our status as the first domestic fitting manufacturer to meet the new requirements.

Should you have questions about the ISO 9001-2000 standard or want information about our quality-assurance system, please contact John Peachey, our Manager of Quality Assurance and Statistics, at (800) 426-3274.

Thank you for your continued support.

Sincerely,



Patrick R. Benavides  
Vice President & General Manager