

**Analytical Laboratory**

P. O. Box 64101, St. Paul, MN 55164-0101  
Phone: 1.800.328.9687 or 651.481.2207  
Fax: 651.486.0837

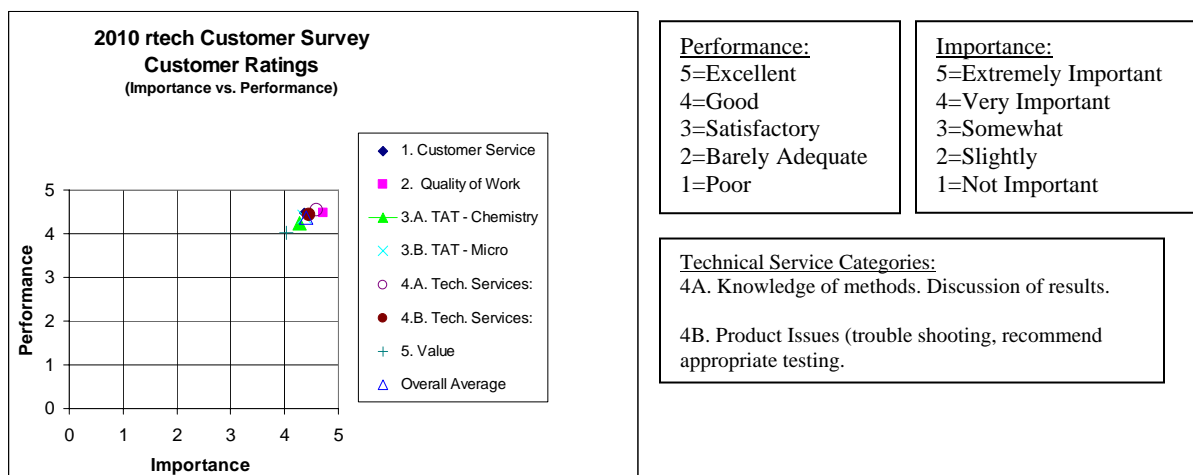
August 2010

Dear Customer:

Thank you for participating in the 2010 rtech Analytical customer survey. We received a 24% response on the survey this year.

Why do customers choose rtech? Visit our website, [www.rtechlabs.com](http://www.rtechlabs.com), to review the list of reasons received in response to our survey! Reasons include reliability and consistency of methods, confidence in results, good service, recommendation and confidence in the quality system.

In addition to comments, our survey asked customers to rate our performance and the importance in 5 categories. The graph below summarizes the results.



In response to comments received, we felt that it was important to note the following:

- *Work area turn around time (TAT) trends are reviewed monthly.*
  - *We strive for <5 days on routine chemistry analysis and 7-10 days for complex chemistry analysis. When submitting large quantities of samples it is suggested that you contact Customer Service with an advanced notice so we can plan appropriately. If you have analysis that has a longer turn-around time on a request with analysis that has a shorter turn-around time, preliminary reports are available upon request.*
  - *We strive to turn around samples as quickly as possible but if you need results by a specific day the only way to guarantee that is to ask for a due date. Specific due dates will be confirmed upon sample receipt, rush charges may apply to guarantee results by specified due date if less than typical turn-around.*
- *Implementation of our new Laboratory Information Management System (LIMS) has automated our testing processes. Analysts are entering data directly into the LIMS, minimizing the potential for data transcription entry errors. The new LIMS is also automatically calculating results which will provide less chance of calculation errors. All reports and invoices are now emailed to*

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*customers immediately after approval by our Customer Service staff. This has improved turn-around of results since the customer doesn't have to wait for us to manually email or fax the reports.*

- *Based on customer feedback, we will be making some formatting changes to our (LIMS) final reports.*
- *Competitive large volume pricing is available to customers based on their annual testing needs. We welcome the opportunity to review your current and/or future testing needs and provide you with a proposal. Often by consolidating your testing to one laboratory you can increase your volume and find significant savings.*
- *Rtech laboratories can provide access to consultants with a wide range of technical and business backgrounds. Along with our Sensory, Pilot Plant and Information Services group we can provide you with assistance in many product or process areas.*
- *Quality control best practices provide insight into analytical precision and accuracy performance. Control samples are performed with each test batch and observed for trends. Participation in external proficiency programs such as AOAC, AOCS, USDA and AACC compare rtech's results against other laboratories, further assuring the level of test performance.*
- *Our website, [www.rtechlabs.com](http://www.rtechlabs.com) lists our Analytical services. Also available are the pricelist (updated June 10), Sample Analysis Request Form, and information on additional services offered by rtech (Sensory, Pilot Plant, and Information Research). Industry Links are available for your convenience.*

As an ISO 17025 accredited analytical laboratory, rtech laboratories offers the benefits of a quality management system and experienced personnel that is among the best in the industry.

If you have any questions, please contact Customer Service at 1-800-328-9687 (651-481-2207). We appreciate your input and look forward to your continued business!

Sincerely,



Annette Sass  
Customer Services Supervisor  
Analytical Laboratories  
Rtech Laboratories