

February 10, 2006

To: JobBOSS Customers

Attn: Quality/Maintenance Manager

Re: JobBOSS Quality Toolkit

In order to satisfy requested part on-time delivery to Manluk's customers, it is critical to maintain machinery and equipment in suitable conditions.

Before our use of the JobBOSS Quality Toolkit, the maintenance crew focused mainly in repairs rather than preventive maintenance. No records of these maintenances were kept to analyze the history and trends regarding preventive maintenance vs. repairs, invested money and performance per machine or equipment. No analyses were made, due to the lack of information for doing this activity. We wanted to be able to collect this data, analyze it and lead our Quality System to a more proactive QMS.

By the end of 2003, Manluk Industries implemented JobBOSS Quality Tool Kit. All the repairs and preventive maintenance data were entered. At the beginning of 2005 analyses were made and the trend showed 52.40% of repairs vs. 47.59% preventive maintenances. This led us to focus more on preventive maintenance. We found the need to figure the cost of maintenance in this machinery and equipment. So, we started entering this data in JobBOSS Quality Tool Kit by the second semester of 2005.

Analyses were made at the beginning of 2006 and the trend showed a big difference. Preventive maintenances were 66.70% and repairs 33.30%. General performance was 99% of the total scheduled maintenances. This saved us time and money by doing preventive maintenance during machine availability not during production schedules, which helps us to deliver orders on time to the customer.

This information is also valuable for Management Review purposes to determine the need for new machinery and equipment. In summary JobBOSS has allowed us to track, analyze and predict maintenance performance. **The maintenance system is now proactive rather than reactive.** Our Quality Management System requires ISO-9001:2000 and API Q1 certification, and we were able to show compliance with section 7.5.1 Control of Production and Service Provision by using JobBOSS Quality Tool Kit.

Juergen Luebke  
Plant Manager