

Quality and Service Standards

Equipped to Meet the Highest Requirements

DAIFUKU
ELITE LINE SERVICES



ELS has sought and qualified for certifications that hold quality and capability to a higher standard and which go a long way to differentiate our maintenance programs from others in the airport equipment sector. These values form the foundation for all ELS airport operations and ensure that we consistently deliver upon our service commitments, meet the highest safety standards for our employees and operations, while all the time ensuring we provide excellent customer service. The quality of our maintenance work is as important as the completion rate and our service approach and business culture DNA is strongly influenced by ISO 9001 compliance. This standard structures the policies and procedures within our Quality Management System for all aspects related to the operation and maintenance of airport equipment. We implement all new airport programs to meet ISO standards and integrate; training, safety and maintenance best practices.

Each site operation is qualified through a system of internal and external certification audits. This approach provides significant assurance and confidence to our customers that each program will hit the requirements on day one of the contract and will continue thereafter to be managed to highest industry standards.

Incorporated within our ISO procedures is the ELS continuous improvement methodology. This process is not dissimilar to that of Six Sigma and is data driven from system derived information maintained within the

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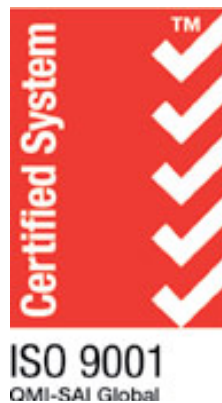
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Computerized Maintenance Management Software (CMMS) that is used to schedule all services. Performance measures are established in consideration of contract requirements, customer input and value added elements that identify opportunities for cost reduction and/or service improvements. We continually enhance our reputation for responsiveness and dedication to customer service and have an instituted Customer Satisfaction Program in which face-to-face customer interviews are conducted through an independent 3rd party to measure our performance in the eyes of our customer. The program enables ELS to understand our customer's perception to how well we support them and how we may better satisfy their needs and expectations.



ELS arrives at each new airport program ready to meet today's challenges and no other independent airport equipment maintenance provider can claim a combination of;

1. ISO 9001 quality certification for consistent application of policy,
2. OSHA Safety compliance
3. DHS SAFETY Act certification for significant risk and liability insurance in the maintenance of In-Line EDS baggage systems, and
4. Annual independent 3rd party customer surveys to seek your candid feedback.

These mechanisms provide both structure and continuous feedback to push ELS forward as the industry leader in providing unparalleled customer satisfaction.