

ANALYSTS, INC.



CORPORATE PROFILE

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Section		Page
I.	Company Summary	3
II.	Corporate Statement	4
III.	Quality Assurance Program	5
IV.	Data Management	6
V.	Support Services	7
VI.	General Information	8 - 11
VII.	Summary	12
VIII.	Locations	13

ANALYSTS, INC.

I. COMPANY SUMMARY

Statement of Purpose:	To be the firm of first choice to companies in need of analytical services by setting the highest standards of quality and providing the most competent service in a cost effective manner. Our objective is to deliver on a complete offering of services that exceed our customer's expectations.
Founded:	In 1960, Oakland, California
Principal:	Michael Forgeron, President
Corporate Office:	Torrance, California
Company Size:	118 personnel on staff including Engineers, Chemists, Lab Technicians, Technical Support, Customer Service, Administrative, Telemarketing and Field Sales / Support personnel.
Areas of Operation:	Atlanta, GA Chicago, IL Houston, TX Louisville, KY Oakland, CA Houston, TX (Order Fulfillment Center) Tokyo, Japan Monterrey, Mexico
Services:	ASTM, Specification Testing New & Used Oil Testing Elemental QC Analysis New & Used Coolant Testing Refrigerant Analysis Fuel Analysis Filter Content Analysis Grease Analysis Transformer Oil Analysis Turbine Oil Specification Radioactive Controlled Sample Testing Metalworking Fluids Field Services – Training and Program Assistance Plant / Equipment Survey / Sampling Service LOAMS™ Software Support Service Electronic Data Transfer, LOAMS™, CSI, Entek Web Access – Analysis & Management Reports Sampling Supplies - QSS Valves, and Coolant Eye

II. CORPORATE STATEMENT

The Analysts family is continually gratified from the responses of our customers regarding their success with Analysts' services. This success is measured in terms of reducing plant maintenance budgets and increasing machinery availability and reliability, therefore improving overall productivity and profit for each customer.

We believe that this is what it is all about--providing our customers with quality products and services at a fair value, allowing the user to achieve specific goals for plant and equipment productivity.

Analysts' full service laboratories offer a wide range of analyses. These tests are performed in accordance with ASTM and other approved methodologies by qualified chemists, analysts, and technicians. Every member of our laboratory staff is specifically trained in the demanding quality control and laboratory procedures to generate analytical data and reports.

We set for ourselves a standard of excellence and we are committed to giving our customers the highest quality service possible. Because quality is vital to our success, we are committed to providing:

- Accurate and reliable laboratory data developed in strict accordance with approved analytical and quality assurance procedures.
- A full spectrum of laboratory testing capabilities, information management and customer services which recognize the individuality of each of our customers and responds with technical competence and personal concern to their needs.
- Quality analytical and management reports delivered on time and for a fair price, which reflect the highest level of pride and professionalism in our work.

Our daily objective is to provide high quality, innovative, yet easy-to-understand analysis information; to provide for the monitoring and maintenance of your operating equipment. We value our working relationships with customers, OEM's, Oil Companies and suppliers alike. Only through these relationships can we experience success, growth and visions of greater business solutions.

III. QUALITY ASSURANCE PROGRAM

Analysts' Quality Program is a comprehensive program that addresses every area and activity of our laboratory. The Quality Team monitors procedures, operations and personnel training to ensure that quality data systems are in place. Strict quality control procedures are followed through every phase of each laboratory analyses, interpretation of data and preparation of final reports.

There are literally hundreds of processes that take place behind the scenes before, during and after an oil sample passes through a laboratory. If only one of these processes is not followed properly or an error has occurred, a report may be delayed or the accuracy of the results questionable. Our compliance with ISO 9001:2000 Quality Assurance Standard, not only reduces the chances and consequences of such incidents but also assures our customers consistent and reliable services.

Analysts' quality program has been approved and recognized by the Nuclear Power industry as being 10CFR50, Appendix B compliant and has passed audits by NUPIC member nuclear utilities.

Analysts' strong management structure is dedicated to the generation and reporting of data of known quality. The Quality Assurance Manager reports directly to the President and functions independently from the analytical laboratory. ISO 9001:2000 certification is testimony of Analysts', commitment and involvement of top management in overall quality which provides better documentation, greater quality awareness, an increased operational efficiency, continuous improvement improvement and team work.

What you will find is a much greater chance that the right people will do the right thing at the right time, and do so consistently. Whether external or internal, these benefits add up to more cost savings.

IV. DATA MANAGEMENT

LOAMS™ Software Program

Analysts, Inc. has been a leader in the development of software capabilities for the management of oil analysis programs since 1987. The Lube Oil Analysis Management System program, or LOAMS™, is designed to store historical data, unit and component information, and maintenance recommendations while providing the ability to review the data of any component. This information is stored in a Microsoft Access Database file that allows access in a variety of ways. LOAMS™, is capable of printing reports, retrieving data and updating the database. In addition, if you have Microsoft Access or any other program that will access *.MDB files, all Microsoft Access functions can be utilized on the LOAMS™ data, such as any of the query commands. The data can be electronically downloaded via modem from the Analysts Electronic Data Downloading System (EDDS) or via the Internet as a file attachment to an e-mail message. After new data has been merged into the database, LOAMS™ provides for an instant review of the sampling results. All critical and abnormal conditions are summarized for quick review so that immediate maintenance action can be taken.

Analysts Web Site (www.analystsionline.com)

The Internet is providing a new channel of communication to access timely diagnostic information. Analysts' website development strategy encompasses ease of use, immediate access of data, general industry information and specific account data management. The website services are designed to accommodate growth and flexibility as our customer's needs grow and technological advancements become available.

- Review / print individual sample reports
- Review / print selected management reports
- Customer defined search queries for data qualification and retrieval
- Program literature
- Technical Bulletins
- Customer feedback and question response system
- On-line ordering of kits and supplies
- Development of customized branded program extranets
- Download LOAMS™ data

The Web server will allow authorized users access to an on-line printed version of the reports. Customers will go to our website, enter their log-in and password, review and print reports. In addition, users will be able to activate any of our six essential management reports. They can then view the output or print it, as required. For those customers who want to store data on a stand alone desktop PC or network server, data can be downloaded directly from the website.

V. KEY PROGRAM SUPPORT SERVICES

Program Manager

Analysts, Inc. assigns a Program Manager, for all key projects, who is responsible for directing and communicating all program objectives, directives and activities to Analysts' personnel. Periodic meetings are scheduled to review program objectives, laboratory and field activities.

Technical / Engineering Support

A Technical Administrator, with a minimum 15 years in the industry, is assigned and responsible for technical applications, engineering support activities, statistical data studies and provide field support activities where necessary. In addition, the Technical Administrator is responsible for coordination and monitoring of oil analysis interpretation guidelines, recommendations and other special projects.

Field Support Services

Analysts, Inc. currently has a field sales and service support staff of regionally located representatives. The Field Support Staff are responsible in providing joint support activities with field personnel where necessary, including on-site program orientation, training and software demonstration and/or setup to current and new key accounts.

Customer Service / Order Entry

Our Customer Service offices are located in Houston, Texas. Their objectives are to provide support for Field Service Representatives, promote Private Label Programs and market Analysts' products and services. On average, they contact over 100 customer accounts or prospects daily. They perform various customer service functions such as taking orders, field questions concerning programs and respond to service issues where necessary.

Data Management

An IT manager is assigned and responsible for providing technical support of the On Line Services, LOAMS™ software program and other electronic data transfer options.

ANALYSTS, INC.

Support Services (continued)

Customer Service Representatives (CSR)

Analysts, Inc., has six full-time regionally located CSR's. Their responsibilities include kit and supply orders, invoicing issues, and equipment data management.

VI. General Information

- ***Mission Statement***

“Analysts, Inc.’s goal is to maintain its position as the quality provider of lubricant analysis services. Respect for the individual, the environment and the requirements of our customers are the cornerstones of our continuous improvement process.”

This is the operating principle upon which Analysts was founded and continues to operate.

- ***Organization***

Analysts, Inc. is a privately held company, founded in 1960 with the first lab opening commercially in Oakland, California. Analysts, Inc. continues to serve all industries both domestic and international.

- ***Laboratory Locations***

Analysts, Inc. owns five domestic and two international (Japan and Mexico) laboratories. The five domestic laboratories cover the entire United States and Canada. Our laboratories are based in Oakland, CA, Houston, TX, Chicago, IL, Atlanta, GA, and Louisville, KY. These regional laboratories give local service to most regions of the country and are strategically located in major hubs to permit rapid delivery of samples.

- ***Sampling devices***

Analysts offers a complete array of sampling supplies and accessories including sample guns, brass and stainless steel sampling valves, tubing, bottles, bellows bottles, cardboard or plastic mailers, preprinted labels, and prepaid postage labels.

- ***Testing services***

Analysts' laboratories provide comprehensive testing services for any type of lubricant and related substances including coolants, emulsions, water glycol and synthetic oils, greases, all grades of fuel and metal working fluids.

ANALYSTS, INC.

- ***Sample Turnaround***

In today's information age, immediate response and reporting of sample conditions is mandatory. Company wide, documented sample laboratory dwell time is less than 1.0 days, including weekends. This is without doubt the fastest turnaround time in the industry.

- ***Internet Capability***

Analysts has invested significantly in developing an informational website as well as providing real time access to sample reports. Whereas the laboratory can control the processing time of the samples received we must also control and provide immediate access to the data once it is generated.

The overall website, www.analystsinc.com, is widely accepted as the most informative and functional site in the industry. With Analysts On Line customers access their data, view and print complete sample reports, select and process management reports based on account activity and run search queries based on their selected criteria.

- ***Environmental and waste management***

All Analysts, Inc. facilities are in compliance with the requirements of the appropriate state Environmental Protection Agency requirements. Analysts' laboratories typically generate three waste streams:

- Residual oil – this is the oil left in the sample bottles after testing. This oil is collected and recycled by state approved recycle facilities.
- Oil/Solvent – this is the oil mixed with solvents generated during the sample analysis. This mixture is collected and removed by state approved hazardous materials facilities.
- Oil/acid – this is the oil mixed with acids generated during the sample analysis. This mixture is collected and removed by state approved hazardous materials facilities.

In addition to the waste streams listed above, some laboratories generate “specialized” waste streams:

- Radioactive oil/solvents – Our Chicago and Atlanta laboratories hold state licenses to receive and process low-level radioactive samples from nuclear power plants. The waste streams generated during this process are separated from the other waste streams. State licensed radioactive materials handlers remove this waste.

PCB/oil – Our Chicago laboratory conducts analysis of transformer oils that may contain PCBs. Any oil containing detectable levels of PCBs are separated from the other waste streams.

- **Differentiation**

We understand that technology is a critical component in gaining an edge in today's competitive marketplace. But technology alone cannot guarantee success. Technology must include the knowledge of what to do with it. On paper, many users perceive all oil analysis programs as equal except for price. Analysts, Inc. is proud to claim the differences that distinguish our services and offerings apart from the competition and which set the standard for our industry.

- Quality is not simply a written procedure within Analysts – it is an inherent attitude throughout the business. Quality is emphasized and supported at all levels of the organization, from corporate management down to the simplest processes. ISO 9001:2000 recognition is a testament to our quality commitment.
- There is no substitute for experience. Since 1960, Analysts has served thousands of customers in all industries. Our Data Analysts are the foundation of our services. They provide extraordinary depth in experience reflecting real knowledge in the machinery and lubricants tested. DA credentials include: Degreed Engineers and Chemists, Certified Quality Auditors, Certified Lubrication Specialist (STLE-CLS) and Certified Oil Monitoring Analysts (STLE-OMA I & OMA II).
- Field service and support where you need it and when you need it. Let our field personnel do the work for you. We work closely with our partners to identify and evaluate the best solutions that can be used to help our clients develop innovative, cost effective solutions to their operating objectives.
- Since 1960 we have been successful by focusing on the customer's needs. We back up our belief by staffing our offices with Customer Service and Technical Support personnel, who are always available to offer assistance.
- Analysts proprietary method of measuring fuel soot by LEM (Light Extinction Method), is accepted throughout the industry and gaining additional recognition as emission standards become stricter.
- We offer advanced testing techniques for monitoring large particle generation that provides additional diagnostic information not readily available through routine measures.

ANALYSTS, INC.

- We utilize a unique Colorimetric analysis that allows the laboratories to identify a lubricants tendency to cause harmful varnishing before the onset of advanced oxidation and degradation.
- We provide complete on line data services to manage all programs, from single site applications to complex multi-tiered / multi-location requirements.

VII. Summary

Analysts, Inc. is committed to providing consistently high quality data and services. Throughout this profile we have attempted to detail the quality, service, care and support that all levels of our Company can provide. Managing the everyday aspects of large volume programs can generate a significant challenge. We meet this challenge every day.

There is a difference in oil analysis programs and services rendered. On paper all products, services and companies can appear to be “the best”. Performance becomes the separating factor. Performance not only includes the day-to-day management of a program but also the manner in which noted program deficiencies are reported and solved. Solutions such as the development of new products and services that allow proactive maintenance practices to grow and change.

An oil analysis program with Analysts, Inc. and the level of service we provide allows our customers to realize the following benefits:

- Higher quality customer attention and service
- A laboratory that is ISO 9001:2000 certified
- Data interpretation by Mechanical Engineers, Chemists, and STLE Certified Lubrication Engineers
- Superior evaluation of sample data from all types/manufacturers of equipment
- Decreased unscheduled equipment downtime through superior follow-up on critical samples
- Continuous service and assistance by Analysts’ field representatives to grow and support the program

Analysts’ solid management team provides stability and necessary direction for successful growth. Safety, quality, and teamwork are our values. Experience, service and innovation are what we offer that make Analysts a vital resource for the future.

VIII. Analysts' Locations

Corporate Office:

20505 Earl St.
Torrance, CA 90503
TEL: (310) 370-2345
800: (800) 336-3637
FAX: (310) 370-6637

Western Laboratory

2901 Ford Street
Oakland, CA 94601
TEL: (510) 536-5914
(800) 424-0099
FAX: (510) 536-5994

Southwestern Laboratory

12715 Royal Drive
Stafford, TX 77477
TEL: (281) 240-3042
(800) 248-7778
Fax: (281) 240-4481

Midwestern Laboratory:

2450 Hassell Road
Hoffman Estates, IL 60195
TEL: (847) 884-7877
(800) 222-0071
FAX: (847) 884-8098

Southeastern Laboratory:

3075 Corners North Court, NW
Norcross, GA 30091
TEL: (770) 448-5235
(800) 241-6315
FAX: (770) 448-5918

Eastern Laboratory:

1803 Watterson Trail
Louisville, KY 40299
TEL: (502) 491-2013
(888) 491-6063
FAX: (502) 671-5370

International Locations

Japanese Analysts, Ltd.

Matsunaga Building
No. 2-1-17, Hamamatsu-cho
Minato-Ku, Tokyo
Japan
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