



Office of the President

April 13, 1992

Mr. Augie Richter
Richter Industries, Inc.
220 Keith Lane
Lake Forest, IL 60045

SUBJECT: Schutz "Total Quality Award"

Dear Augie:

It is with great pleasure that we inform you, our valued supplier, of the recent recognition and honor bestowed upon the Thomas A. Schutz Company.

The Schutz Sales Team recently attended an extensive supplier evaluation meeting with the R. J. Reynolds Tobacco Company Merchandising, Purchasing and Sales Logistics Departments. This is an annual review with all key suppliers and is paramount to continued business relationship.

The evaluation study weighs the strengths and development needs of vendors in the following categories:

1. Design/Engineering Development
2. Timing Response
3. Product Quality
4. Inventory Management
5. Communication
6. Budget Administration
7. Overall Performance

At the conclusion of our company review, we were informed that the Schutz Company was selected as the first recipient of the RJR "Total Quality Award". This is a great honor and one that must be shared with our most valued suppliers of which you are one.

Your efforts toward quality and on time delivery are greatly appreciated since they are instrumental in being a part of the "Team Reynolds" effort. We share this award with you!

On behalf of all of us here at Schutz, I want to personally congratulate and thank Richter Industries for their efforts and continued support.

Let's do it again!

Sincerely,


Albert Saia

AS/st