



Date: June 1, 2008

Dean Baldwin Painting Evolution

As part of Dean Baldwin Painting LP's evolution into the Number One Paint Services Provider for all major and regional airlines, we have sought and successfully accomplished ISO 9001:2000 third - party registration by Underwriters Laboratories. This establishes us as the only quality 145 Repair Station Paint Contractor to be ISO registered. This ensures our customers the top quality paint package they deserve and through detailed daily monitoring, ensures superior training, individual process application, accounting, quality control processes, and continuous improvement which all translate as cost avoidance and savings that allow us to be more competitive and give you better prices while assuring excellence in our services to you. ISO (International Organization for Standardization) is a worldwide federation of national standards for quality systems published by ISO. Equivalent series standards include Q9000 – by the British Standards Institution (BSI). UL is accredited by each of the aforementioned and others. ISO 9001:2000 provides the requirements for implementation of our Quality Management System. It focuses on quality assurance of the product and aims to enhance customer satisfaction. The process-based quality management system links processes in which customers play a significant role in defining requirements as inputs. Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as to whether the organization has met the customer requirements. We use the methodology known as the Plan-Do-Check-Act (PDCA) model. PDCA can briefly be described as follows: Plan – Establish the objective and processes necessary to deliver results in accordance with customer requirements and the organization's policies. Do – Implement the processes. Check – Monitor and measure processes and product against policies, objectives and requirements for the product and report the results. Action – Take actions to continually improve processes performance.

What all this means to you, our customer, is that we are in a better position to deliver a higher quality product, on time and within budget, consistently, thorough monitoring of the correlation between input versus output, thus attaining ultimate customer satisfaction. Through ongoing improvement of the overall paint process. Customer input both direct (customer surveys and comments) and indirect (contract requirements, policies and procedures) helps us streamline our process and deliver to you the ultimate product.

Respectfully,

Barbara Baldwin

Barbara Baldwin
Chief Executive Officer
Dean Baldwin Painting, LP