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Douglas B. Schenher  
Vice President  
Customer Satisfaction Group  
Yaskawa / Motoman

Doug,

Please accept the following as an updated customer testimonial with my sincerest appreciation:

I don't like buzzwords. Never have. "Paradigm shift", "synergy", even "buzzword" is a buzzword. Come on. I like straight talk. I like action. I like reliability...and I like value. Has value become a buzzword?

Well, if it has, then I'll make that single exception because value is exactly what I get from the Robot Lifecycle Management Plan (RLMP) with Yaskawa / Motoman. Here's why:

To me, value equals the sum of product integrity, timely delivery, customer service and competitive pricing. The RLMP provides an exceptionally transparent and up to date management system for our company's robotic equipment. It ensures that our equipment is well maintained to keep production operations running smoothly. We are able to establish accurate timing for equipment service or replacement. We are provided with support from knowledgeable, courteous and professional staff. And, as an RLMP subscriber, we are extended competitive pricing incentives on the most robust and reliable robotic equipment, services and training on the market.

While our RLMP is designed exclusively for us, any organization could easily develop a plan to meet their particular needs and begin to achieve the same value that we have. And to make it even better, I've never had a single Yaskawa / Motoman representative make reference to paradigm shifts or tell me that our relationship is synergistic. Straight talk. I like that.

Mark Davis  
Supplier Development Mgr.  
Jay Industries, Inc.  
August 9, 2011

Cc: Doug Burnside  
Jeff Slapak