

P.O.Box43054
Industria 2042
South Africa
Telephone: 674 – 5046/7
Fax: 674 –1292
Email: gellis@spe-sa.com



STAINLESS PRECISION ENGINEERING (PTY) LTD
2005/007329/07

Date: 10 June 2010

To: Mr. Altus Mostert
Robotic Innovations (PTY) Ltd

Tel №: (011) 345 4373
Fax №: (011) 345 4366

From: Gellis Meyer
Quality Manager

RE: RESULTS OF SUPPLIERS' PERFORMANCE 2009/2010

Dear Altus

In 2004 SPE (PTY) LTD successfully implemented the ISO 9001 standard and was accredited by DQS. Our management system is documented in our Management- and Procedures Manuals and is audited by DQS every year to ensure sustained compliance to the requirements of this International Standard. One of the critical requirements of ISO 9001 is that an organization may only obtain raw material, components, and complete products from Suppliers featuring on the organization's List of Approved Suppliers. If not approved, the organization may not purchase goods from that Supplier as the conformity of the goods obtained from an unapproved source cannot reasonably be guaranteed. The standard further states that an organization has to review the performance of its approved Suppliers at regular intervals. This we do as follows:

Every time when a Supplier delivers products to SPE (PTY) LTD, the particulars of the delivery is electronically recorded on our Stock Control System. Details of conforming deliveries, incorrect goods received, products received damaged, part deliveries and deliveries received late are recorded on this program. At the end of the financial year the software of the Stock Control Systems processes this information to derive a percentage of conforming deliveries proportioned to the number of total deliveries made by the Supplier during the year.

In the financial year 2009/2010 Robotic Innovations (PTY) Ltd obtained an index figure of **98.00%**. This exceeds the target figure of **87.5%** set for the same period. Congratulations with this result. We thank you for your dedication and contribution to make our processes perform as productive as possible. In the quest for continuous improvement the target figure for the financial year 2010/2011 was revised and set at **88,25%**.

Trust that you'll find the aforesaid in order and thanking you again for your valued contribution to the success of our operations.

Yours sincerely,

GCF Meyer