



MESA Value Promise

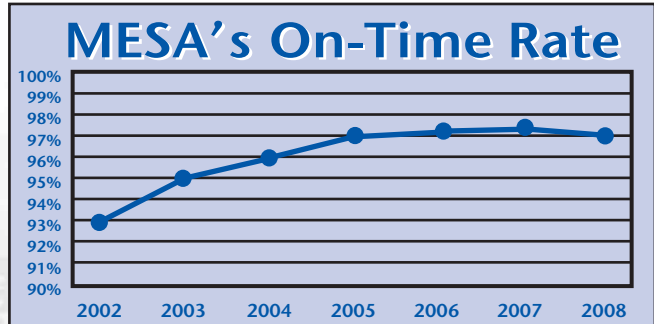
You've heard of an MVP- a most valuable player. But, here at MESA, MVP has an entirely different meaning. Ask anyone around our office and they'll tell you that MVP stands for the MESA Value Promise.

Our promise to you is that we will continue to lead the CP industry in service and quality. Material orders will meet or exceed quality standards and be shipped fast, on-time, and error-free. Value-added technical/ installation projects will be completed on-time to our customers' satisfaction. Personnel will be qualified, trained, and enthusiastic. In short, we promise to do everything we can to give you everything you need.



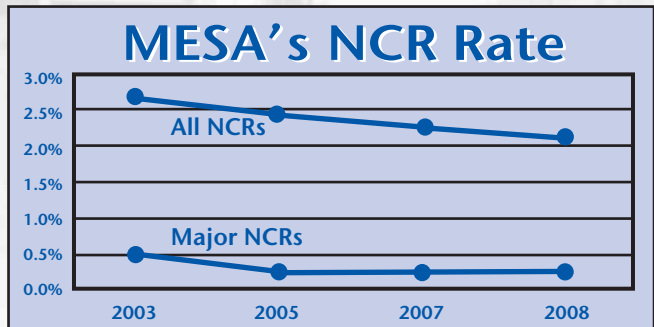
A promise is a very powerful tool, and we don't take our obligation lightly. Our ability to deliver on this promise is largely a result of the MESA Quality System. From its TQM origins in 1990, our program has evolved into a comprehensive system incorporating continuous improvement concepts, ISO 9001:2000 certification, and Lean Enterprise implementation. MESA's performance in both on-time shipping and order errors over the past five years demonstrates our commitment to the MVP.

We understand that a promise is binding. We're glad that it is, because we intend to honor every promise we make to our customers. Our outstanding team of dedicated employees is committed to ensuring we live up to our MVP with each and every order. We want our customers to know that we can be counted on to keep our promise - our MESA Value Promise.



On-Time

Year after year, MESA consistently remains above its on-time goal of 97%, due in large part to the major initiative of the MESA sales and manufacturing divisions to continuously improve in this area. Our on-time rate has held steady for the past few years around 97%.



Error Rate

MESA's goal for error-free orders affecting our customers is 98%; our non-conformance rate has improved from 2.7% in 2003 to 2.1% in 2008. Major errors are also tracked, allowing further segmentations and assessment of impact. The percentage of major errors has decreased from .5% in 2003 to .25% in 2008. The significant decrease in both error rates reflects the strength of our Quality Management System, through ISO 9001 certification, LEAN implementation, and preventive corrective actions.

Headquarters

P.O. Box 52608 • Tulsa, OK 74152-0608
918.627.3188 • 918.627.2676 fax • sales@mesaproducts.com
www.mesaproducts.com

Southeast
P.O. Box 14325
Tallahassee, FL 32317
850.893.9366
918.627.2676 fax

Gulf Coast
P.O. Box 671608
Houston, TX 77267
281.445.8700
281.445.8880 fax

West Coast
17461 Apex Circle
Huntington Beach, CA 92647
714.963.6202
714.963.6360 fax

Dallas/Ft. Worth
12441 Bus. Hwy. 287N
Ft. Worth, TX 76179
817.230.4249
817.350.4537 fax