



Bulletin

Customer Update

December 1, 2006

New Customer Service Manager Joins the IPEC Team!

At IPEC, customers are our number one focus, and our Customer Service Team is dedicated to ensuring that your needs as a customer are fully met. For the last eight years, Carolyn Book has been a driving force and valued part of our Customer Service Department. Through the years, Carolyn has built many strong professional and personal relationships with our customers by providing service that consistently exceeds expectations. However, due to a personal situation beyond Carolyn's control, IPEC is sad to announce her recent departure. Carolyn will be greatly missed by all members of our team and we thank her for her many contributions throughout the years.

Though Carolyn was a major contributor in our Customer Service Department, you likely saw no interruption in the level or quality of service you receive from IPEC while Carolyn worked a limited schedule over the past several months. We would like to thank Beverly Dean who handled Carolyn's accounts in her absence, ensuring that each customer's needs were met. We thank Bev for her hard work and dedication during this transitional stage.

We are proud to announce the addition of Patti Kossack to the IPEC team in the Customer Service Manager role. We are confident that Patti will take the department to new heights, bringing innovative strategies and fresh ideas to the team, and continuing the service level that our customers expect. Patti comes to IPEC with over 15 years of customer service management experience in various industries.



Patti is a native of New Castle and currently resides here with her husband, Dan, and two sons, Colton and Kyle. Patti can be reached at extension 203. Beverly and other members of the IPEC team will continue to assist with Carolyn's accounts until January 1, 2007, when Patti will officially take full responsibility for them. Welcome Patti!

Did You Know...

IPEC is a finalist in the Manufacturer of the Year Award, an annual program presented by the Pittsburgh Business Times. Results will be announced on December 7, 2006.