



We Fit Your Business

Solutions

Quarterly Customer Newsletter

November 10, 2005 • Volume 1 • Issue 2

NEW CORPORATE IDENTITY

We are excited to inform you that we recently changed our corporate identity in an effort to better reflect the culture of our organization. As we transition to the new corporate identity, we acknowledge our roots, our growth, and our vision for the future. We're totally committed to continuously developing our brand both internally and with our customer base. Over the past two years, we have experienced an impressive growth rate and in the process learned

a great deal about ourselves and our industry. We learned that our business is not just about producing closures, it's more about becoming a value added extension of our customers' operations...a dependable partner. We believe our new identity focuses on this fundamental principal and reflects better the image of our progressive, growth focused organization. This brings us to our new slogan...we fit your business. To us, that just about says it all.

YET ANOTHER INNOVATION... THE IPEC SINGLE USE CAP

The word is out...all preliminary market studies show a clear marketing advantage to milk packaged in plastic. A couple dairies have already made the switch. In order to serve our customer base for the projected conversion of the US school lunch



program to plastic containers, we are very excited to introduce our new 38mm ISU Single Use cap. As with all our product lines, this closure was designed in partnership with our customers in anticipation of the further expansion of this market trend. Our customers communicated to us that incremental packaging costs have become a significant barrier for them to profitably capitalize on this opportunity. Leveraging

our knowledgebase in closure design, we listened and our Engineering Group went to work. We are very excited about the product line that resulted and believe it shows great promise to be the leader in this space.

Successful prototyping has occurred on eight ounce bottles with weights as low as 9.0 grams. We anticipate even better results before production starts. Our closure is not only lightweight, but can be applied initially through a high-speed snap on application requiring in most cases minimal equipment related expenditures. When you combine our closure with a variety of newly designed lightweight bottles, the package options available provide various aesthetically pleasing, cost-effective looks. The 38mm ISU can also be used for juice drink multi-packs. Production on our 38mm ISU product line is anticipated to commence in the spring of 2006.

Kids Choose Plastic

A new study* showed:

- Eighty-three percent of school children said the school milk in the plastic bottle was "better overall" compared to the identical school milk packaged in a paper carton.
- Nearly all (94 percent) school children said that the school milk in the plastic bottle had "the better container."
- Eighty-six percent of school children said that the plastic bottle was "easier to drink from."
- Two-thirds (67 percent) of school children said the plastic bottle was "easier to open" than the paper carton.

If you would like more information regarding our 38 ISU Single Use closure or on packaging design suggestions, please contact us at sales@ipec.com or visit the product section of our website. Samples requests are available through our website.



*June 2005 survey of more than 300 school-aged children conducted by Peryam & Kroll Research Corp. on behalf of the National Dairy Council.

THE ARRIVAL OF IPEC.COM

In conjunction with our new corporate identity, we have also released Phase 1 of our new website, www.ipec.com. The website is content driven and we hope that you will find it informative. Some features available include access to our product and neck finish drawings, product images, sample requests, capping equipment and tooling offerings. We appreciate receiving any feedback that you may have at info@ipec.com.

During 2006, we expect to roll out Phase 2 of our website project that will be highlighted by the release of our online ordering module and focus on B2B applications. In addition, you will notice that our email addresses will be changing from .biz to .com over the next month. Please do not be concerned as we will have the ability to receive emails at either address for the foreseeable future.

CREDIT CARD OPTION FOR SMALL BUSINESSES

We now accept credit card payments as an available option for orders of ten (10)



cases or less. In addition to the convenience factor, this option saves our lower order quantity customers additional charges applied by the freight carriers for COD shipments. We currently



accept payments from Mastercard, Discover, Visa and American Express. Contact our customer service department if you are interested in this program at 1-800-377-IPEC (4732) x 203.

ISO RE-CERTIFICATION AUDIT PASSES WITH NO CORRECTIVE ACTIONS

SRI Registrars (SRI) recently conducted their ISO 9001-2000 Re-Certification Audit. The audit resulted in all of the elements of our Quality Management System being in compliance with the ISO Standard. No corrective actions or findings were issued with only minor opportunities for improvement suggested. During the audit, SRI reviewed areas such as methods of calibration, customer service, warehousing, production, quality control and inspection, product and process verification, sales, internal audits, document con-



trol and corrective action. SRI gave special compliments to our customer service department for their "focus on details when taking an order and for their methods of processing orders so that customer requirements remain first and foremost". This re-certification extends our registration in the ISO world wide registry for three years out to December 2008 providing we continue to demonstrate compliance during our semi-annual one day surveillance audits.