**QUALITY PROCESS**

Extraordinary efforts in tough and unusual situations.

Work at prevention, rather than cure. Get it right from the start.

Cooperation and caring: Make the extra call, go the extra yard.

Positive work environment/Positive attitudes. A Positive culture is our goal.

Team concept: Everyone reaching for the same goal. Tenacious dedication to

achieving top quality results.

Community Image: Be responsive to community and environmental needs. Our effect is very important.

Implementation of qualified loss management process.

Market standing not market share is our objective. Our peers and clients judgment of us is very important. Top Quality Branding is our ultimate mission.

Acceptable quality can always be improved.

Quality is never the result of incidental circumstances.

Quality always results from high intentions, smart direction, honest effort, total dedication, the ability to rise above tough conditions with prudent management and skillful execution.

Added value is a person's opinion, that results from a feeling of "getting more" than the ordinary service.

Added value is the direct result of a company's quality.