

Midwest Tube Mills  
220 N. MAIN  
EDINBURGH, IN 46124

ATTN: *ALL POTENTIAL CUSTOMERS*

Dear potential customer,

It is my great pleasure to recommend to you Midwest Tube Mills as a supplier for your welded tube needs. Over the past several years Midwest Tube Mills has supplied portions of our small diameter, cut to length, welded tube requirements. Generally, these were expedited requirements supplied to Midwest with very little lead-time, if any, that our main supplier was unable to meet. I was always able to count on obtaining a top quality item with the quick turnaround that was needed.

Back in June of 1997, our main supplier attempted to shut down their main manufacturing plant where our product was run, and move all business to an alternate plant. This shut down turned out to be disastrous for Lee Rowan. During the months that followed, Lee Rowan was repeatedly without tube needed for production and customer order requirements, and the tube that was being produced by the new facility was being rejected at a better than 50% rate. Throughout this time, Lee Rowan began to lean much more heavily on Midwest Tube Mills and their abilities to supply unfilled requirements within a no lead-time situation. The service received during this time was unparalleled in my experience.

By the end of August 1997, after numerous customer service hits due to non-delivered items and being behind approx. 6weeks in production, it was apparent that we could not possibly rely on our then main supplier any longer. At that time, contact was made to Rich Varnes and Rick Russell of Midwest Tube Mills to extend the offer of a total move of business if they would be able to fill all of the past due, current, and future requirements for our 100+ parts. Midwest was able to make this commitment and all requirements were transferred to their mill within the week.

From that time forward, not only has Midwest been able to supply all the requirements needed to prevent any further customer service hits, but they have been able to reduce annual costs on an annual \$2.8 - \$3.5million package by almost 10%. In addition, an expedite turnaround service level of 1 to 2-days on any part, if necessary, is unparalleled in this industry which has a normal standard lead-time of 6-weeks in most cases.

Sincerely,



Mike Andrews  
Buyer- Lee Rowan (Newell Companies)