

# TEAM WORLDWIDE®

**Air, Land and Sea Solutions**

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February 24, 2015

Ray Shannon  
**The Expediting Company**  
2627 South High School Rd.  
Indianapolis, IN 46421

Dear Ray,

First, let us express our appreciation for the service you've provided to Team Worldwide and our Branch Offices throughout 2014. Each and every one of our vendors is important to us, as you are major elements in our continued success.

As an important element of *TeamQ!* – Team's Quality Management Program, we have reviewed our 2014 data and analyzed your service to Team.

|                        |      |
|------------------------|------|
| Shipments handled      | 1371 |
| Service Failures filed | 6    |
| Percentage             | .44% |

At Team, our goal is to keep all error (or failure) ratios at less than 3%.

According to our data, your ratio is under 3% – thank you! We commend your company's attention to detail and superior service.

Please do not hesitate to contact us if we can assist you in any way. If you have questions about the overall process of compiling the figures listed above, please send your questions via email to [becca.quinn@teamww.com](mailto:becca.quinn@teamww.com).

Best Regards,

Dawn Ennis  
**Communications Supervisor**  
Team Worldwide