

WHEATLEY CANADA LTD. (continued)

* The full commitment and backing of management is necessary in order to implement the standard.

* Wheatley credits the QA program with increases in productivity, quality improvement and monetary savings.

* Also, sales people can quote delivery dates more accurately, leading to increased customer satisfaction.

Because of all these benefits, Wheatley has decided to extend the Quality Assurance Program into their pump department, even though no customers have demanded it.

Wheatley does not alter its manufacturing to meet European standards. It leaves it up to the customer to make the appropriate cross-references.