January 16, 2023

Dear Valued Partner,

The display industry in general does not require or publish any specific manufacturing certifications or regulations that guide the display production processes.  However, Pacific Northern, Inc., one of the leading manufacturers’ in the industry, was one of the first display manufacturers to become ISO 9001/2015 certified. The International Organization for Standardization (ISO) is a worldwide federation of national standards bodies from some 100 countries. It has a wonderful tag line: "Each ISO player contributes to the performance".  As a part of the ISO 9000 family of standards, ISO 9001/2015 represents a set of standards for quality management systems assessment that is accepted around the world.

ISO 9001/2015 helps to establish a system of standardization and maintenance of high-performance standards. **As part** **of the yearly re-certification process, Pacific Northern, Inc. undergoes the** **ISO governing body's review of the level of our services, products,** **regulations and management.**  Customer satisfaction plays an important part in the certification process and is surveyed yearly, giving Pacific Northern, Inc. the opportunity to measure our progress and thus improve our overall performance.

**We have chosen you and your company to evaluate Pacific Northern, Inc. because we value your opinion and welcome your candid comments on our performance last year. Please take a moment to fill out the attached Client Satisfaction Evaluation form and email back to Shellie Sheehan at** [**sheehs@pacificnorthern.com**](mailto:sheehs@pacificnorthern.com) **by *February 7th.***

**If you prefer, you may fill the evaluation out online by clicking the link below:**

<http://www.pacificnorthern.com/iso-survey/>

Thank you in advance for your time, as we strive to continue to improve!

Sincerely,

Text

Description automatically generated

Mike Wharton

President/CEO

Pacific Northern, Inc.