
NORTHEAST FOODS
ENGINEERING DEPARTMENT

TO: WHOM IT MAY CONCERN
FROM: DENNIS J COLLITON
SUBJECT: PETROCHEM
DATE: 10/03/2003

For years the lubrication of continuous type oven chains has been a challenge to say the least. Because of the heat and stress the oven chain is exposed to lubrication failure was very frequent. Of course this would lead to chain and track replacement. Of all of the oils we have tried over the years Petrochem supplied our company with the only oil that has not failed to date. Chain replacements have been eliminated to date as well.

Northeast Foods and Petrochem worked out the specifications of lubrication frequencies and proper maintenance to accomplish this. This was accomplished by plant to plant visits with individual specifications. When a problem would occur Carole Sluski or Jill Dohner would personally get involved, which of course included plant visits to see what was happening and make successful recommendations. Their personal involvement and commitment to satisfy the customer and resolve the few minor issues make Petrochem a first class supplier.

Northeast Foods Inc is a wholesale baking supplying McDonald's Corporation with exclusive bakeries as well as other bakeries serving grocery chains, private label products and brand products.

In our type of business trusting relationships with suppliers must be earned. Petrochem has earned that level of confidence with our engineers and executive management.

Dennis J Colliton

Vice President Engineering