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RE: GPM 2008 Q1 Survey

To All Participants,

GPM would like to thank you for your response and suggestions during our 2008 Q1 customer survey. GPM believes that the only way we can continue to achieve success in the future is by an intense focus on our customers and their needs.

Here is what we learned from your collective input. GPM's overall customer satisfaction was rated at 95%. This is great news for GPM and it reflects that we are paying attention to our customers. With that said, we noted several areas that we need to focus our resources on for improvement.

1. "Inside sales support needs to be strengthened". We have approved two new positions to address this issue. One person will be hired for Duluth, Minnesota and one person for Bismarck, North Dakota.
2. "GPM's sales people are stretched very thin". We are adding more sales people in Minnesota and looking at expansion in the West.
3. "Product literature needs to be updated with more current information." We have started this process. You will see first an updated website carrying more downloads from manuals to the latest product specifications. See www.gpmco.com for more information. We are also in the process of updating several brochures and will be getting out new binders and CD's.

To tie all of these resources together, GPM is also in the process of implementing a CRM software package that will coordinate all of our activities, which will result in better and more accurate management of our customer needs.

We value our relationship with you and we are confident that your investment of time conducting this survey will result in positive change for you and GPM.

Sincerely,

GPM, Inc.

www.gpmco.com