



January 5, 2004

Subject: SUPPLIER PERFORMANCE

Dear Supplier:

The following criteria will be used to evaluate Westbrook's suppliers on an ongoing basis. These measurables are only a few of the requirements of our supply base, but certainly are some of the most important.

Delivery Performance

95-100% Preferred Supplier  
85-94% Needs Improvement  
70-84% Probationary – CAR issued  
<70% Probationary – CAR issued and resourcing opportunities reviewed

Quality Performance – DPPM

<25 Preferred Supplier  
>25 Needs Improvement

Price Reductions Per Year

>5% Preferred Supplier  
.1-4.9% Needs Improvement  
0% Probationary – resourcing opportunities reviewed.

John C. White  
Vice President Operations