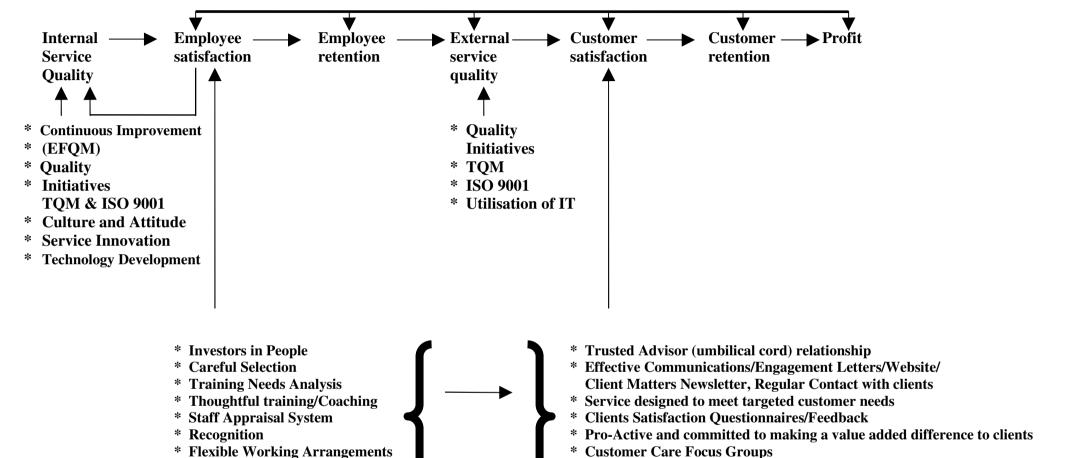
FPM Quality Client Focused Service Profit Chain

Quality = Long Term Profitability (Boomerang Principle)



In Summary: Commitment to TQM culture and IT development, invest in and develop Quality Staff

= Employee Retention = Customer Satisfaction = Customer Retention = Referral Business = LONG TERM SUSTAINABLE PROFITABILITY

* Referral Opportunities Created

AND INTERNATIONAL COMPETITIVENESS

* Work/Life Balance Promoted

* Employee Satisfaction Survey

