

### 1. Understanding our Customers' Requirements

We begin our process with an extensive technical review of the customer's engineering prints, specifications and product samples when available. We seek a complete understanding of our customers' specific needs. We ask the right questions and go beyond the prints to understand our customers' process and objectives. This enables us to build better solutions.

### 2. Print Review and Quoting

We gain a thorough understanding of print specifications, paying particular attention to compliance within China's manufacturing environment. We provide alternate methods and/or materials where appropriate to improve product design or reduce manufacturing costs. We make no assumptions and are careful to completely understand the project. We communicate fully with our customers and sources to provide options that identify strengths and potential problems specific to production in China. We begin sourcing manufacturing only after an in-depth review of customer requirements and careful quotations to those requirements.

### 3. Evaluation of Other Suppliers

We select our suppliers based on QS9000-like site audits, applying a proven six-step evaluation process. We look at our internal manufacturing and tooling capabilities and only consider vendors who are best qualified to meet our quality requirements and produce various components cost effectively. The result is a strategic solution, custom tailored to the project demands.

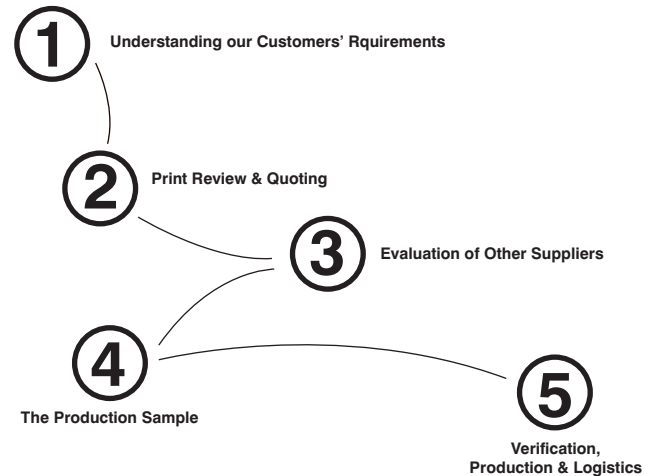
We evaluate our outsource partners according to these key criteria:

- Facilities, equipment and capabilities configured to meet customer quality and manufacturing requirements and compliance to ISO/QS standards
- Their technical competencies
- Previous experience within similar production processes and volumes
- Financial strength to ensure financial well-being during the cycle of our customers' requirements
- Management team
- Most importantly, QA/QC processes

Meeting our criteria is often no simple task for Chinese suppliers. It can take from one to three years to assess their capacity to deliver sustainable quality results.

## The Vista International Process

### OUR EDGE



### 4. The Production Sample

Our prototyping phase is a carefully managed system. Our no-risk price guarantee is ironclad. We require 50% of the tooling costs as a down payment before producing samples. After sample approval, the remainder of tooling costs is due net 30-days. If for any reason, a product sample consistently fails to meet customer specifications, the full investment in tooling costs is refunded. We produce our samples from production tooling, eliminating the possibility of differences between production components and the samples received. Our samples are production components, delivered in sample quantities. We follow the ISIR/PPAP process – any change in process, vendors or tooling results in resubmission of samples.

### 5. Verification, Production and Logistics

We apply a continuous process of checks and verification through production, in addition to frequent communication with our customers. All materials and components are serialized or tracked. We can easily identify production issues to the day and shift if they should occur. We also strive to maintain a secondary source to ensure pricing stability, timely completion and delivery. Our role includes expediting brokering and customs issues, extending our service through the delivery phase. Vista International ships nothing from China without our inspectors first verifying all components' critical characteristics, and placing our quality control seal of approval, indicating the order is ready for shipment.