

# Proper Group

## Customer Testimonials

"I would like to take the time and personally thank each of you for the outstanding care and technical expertise you have provided Humanetics for each and every mold you have made for us – the compliments are many on our end for your attention to detail and workmanship of the tooling we have procured from you over the past several months.

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One of the best comments I have received to date is: "This is one beautiful tool!" I will tell you I seldom hear that and so that tells me that you've done an amazing job!"

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"We appreciate your help very much! From my side I don't think anything could have went better!!! You should be extremely proud of your team."

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"I would like to thank the entire team at Proper for your support in last week's samples. I feel that this was a huge accomplishment to get parts off all of the tools last week. I also want everyone at Proper to know that I understand the long hours and dedication that was involved in making this happen, and that I really appreciate it."

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"I want to thank you and all your team members for the excellent job everyone has done on the program. With emphasis on the IP, from day 1 this tool has been under the watchful eye of GM. Sending in their tooling expert along with their global tool analyst to show us how we can improve on timing only to go back to their upper management and tell them there is nothing more that can be done."

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"We are very pleased with the first tryouts we have made the last couple of days. PGI has done an excellent job holding or improving the timelines and making almost perfect parts at first sampling. Thank you for your support to finish this program as successful as it has been."

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"I wanted to take the time to say Thank You to you and your team. It took a big effort to get these tools to this level with the timing that you had to hit. Your guys were very professional and worked very well together as a team. I hope to share the same success on our other tools."

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"I would like to congratulate the entire team for a very successful start to the Honda program. We met with Honda management and with Honda prototype on Friday – both groups thanked everyone for the effort and success on the design completion, meeting the tooling delivery date, which they thought we may miss due to the tight timing, the quality of the parts and how well they fir the vehicle, and also the Quality Review which took place at PGI a week ago. This is usually a 4 to 5 hour review, and we were prepared and passed inspection in only 1.5 hours. Again we have improved the customer early in the program, and I thank all of your for your efforts. Lets keep building on this momentum to have a great production program and launch as well."

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“Without the extraordinary efforts of Proper Group we would not have been able to accomplish such rave reviews on our overhead console, or the vehicle as a whole. The strength of the program management, engineering and shop floor at Proper Group made all of the timing and quality come through. Thank you for all of the team members involved.”

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“Just wanted to let you know what we did today with the samples you ran. We welded the substrates with no adjustments to the tooling or machine parameters, we then ran the parts down the assembly line with no issues and we burst the part at 8.1 bar! This is a very good result! You did a very nice job with these tools and please pass on my appreciation to your team! We look forward to getting the tools here for our first runs in KY. I think our plant people will also be appreciative of your efforts.”

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“GM was here at the start up of the tool and did comment on how we pulled this first shot date off and the quality of the part. “I want to thank you on the excellent job” were his exact words. I was asked about Proper by a company since they know of our involvement in the mold industry. Easy enough for me, I could openly tell them my honest opinion (that Proper is probably one of the two best mold shops I have known worldwide).”

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“It Is not often that we experience the customer focus and responsiveness that we witnessed this week at Proper.”

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“We were extremely impressed with the group’s attention to detail for our tool design and construction standards. I was especially impressed by the communication within the design group. If any detail should have been overlooked, it was always corrected not only on the tool in question, but also on every other design before the next review. These guys really know how to make it happen.”

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“Qualities like these are what will keep Proper as one of General Motors best suppliers.”

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