in susan you trust.

```
and in brandi,
 callie h.,
callie p.,
  carol,
caroline,
claudine,
  curt,
 daniela,
david k.,
david I.,
david p.,
  eddie,
  jackie,
  jane,
  james,
  jesse,
   jim,
 jimmy,
jonathan,
  keith,
 marisa,
michelle,
 peggy,
 rhonda,
   rod,
 steve &
   tina
```

ONCE UPON A TIME there was a place where customer service reps knew their customers by name; where customers were treated with a high level of respect, service and quality in every transaction....

AND TO THIS VERY DAY, it's still called SPS.

Service Excellence at SPS is not a myth, a fable or a catchphrase. It beats at the heart of each customer communication. It is the centerpiece of an oldfashioned, consumer-based philosophy which has placed SPS first among suppliers in O&P.

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