

**Firestone Building  
Products Company, LLC**  
250 West 96th Street  
Indianapolis, IN 46260  
Phone: 317-575-7000  
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April 19, 2011

John Plescia  
Star Roofing Inc.  
9201 North 9th Avenue  
Phoenix, AZ 85021

**RE: Partner in Quality**

Dear John:

I am pleased to inform you that your company has achieved Partner in Quality status for 2011, based on your 2010 repair incidents. In recognition of this quality achievement, Firestone is pleased to present you with the enclosed commemorative plaque. On behalf of everyone at Firestone Building Products, I also would like to congratulate you for your outstanding efforts in promoting the best in roofing system quality.

Firestone initiated a quality measurement system to increase the market impact of our Partner in Quality program. The Quality Incidence Rating, or QIR, offers a simple but compelling tool to promote roofing quality. Each year, this rating is computed by dividing the total number of your company's warrantable repair incidents occurring on Firestone roofs by the total square footage of your Firestone roofs under warranty:

$$\text{Quality Incidence Rating (QIR)} = \frac{\text{No. of Warrantable Repair Incidents}}{\text{Total Square Feet (In Millions) Under Warranty}}$$

Each year, Firestone is pleased to present the Partner in Quality Award to those contractors who have achieved the highest levels of roofing quality by meeting or exceeding the following criteria during the previous year:

- 1. Install at least 4 warranted Firestone roofs in each of the past 5 years.**
- 2. Maintain at least one million square feet of Firestone roofs under warranty.**
- 3. Achieve an annual QIR of 2.0 or less.**

Thank you for your effort to promote the highest quality standards in the roofing industry, and thank you for choosing Firestone as a key business partner.

Sincerely,



Phil LaDuke  
Director of Quality Assurance



**NOBODY COVERS YOU BETTER™**  
<http://www.firestonebpc.com>

