

badge to advertise to our customers and prospective customers, but the proof will always be our parts and customer service. We believe that ISO will help RPI maintain the level of excellence required in today's marketplace.



RPI earned its ISO 9001 certification in 2000.

The same year brought more talented people to work for RPI. Our Purchasing Supervisor, Lara Karaguezian, is originally from Beirut, Lebanon, and immigrated to the United States in 1992 with her family. This last June she also had a baby girl, giving her son a baby sister. We are happy to have her as part of our family here at RPI.



Ira Lapidès
RPI President and CEO

Randy Hunt actually started working for RPI many years ago, drafting our prints on a part-time basis. Eventually he came to work with us as a full-time drafter in 2000. He joined the Product Development Department where he still drafts our prints, as well as oversees the configuration management aspect of the department.

Cathy Murillo is one of our wonderful Customer Service team members. She and her family came to California in 1981 from El Salvador. She works closely with our Spanish speaking customers, and she really has a talent for taking care of our customers' parts orders. Cathy has two beautiful young children, a daughter and a son.

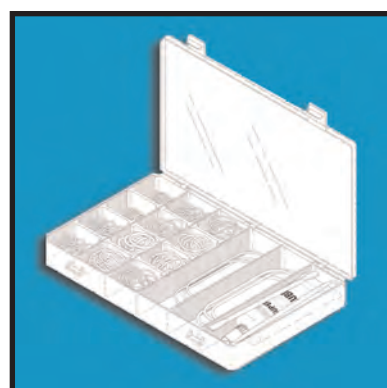


RPI's unique design includes a "quick disconnect" that allows the Condenser Waste Bottle to detach from the unit with just a simple snap.

In 2001, we concentrated on developing parts that are "end-user" friendly. For example, RPI's condenser waste bottle kit that fits a table top sterilizer was introduced. Its unique RPI design includes a "quick disconnect" that allows the bottle to detach from the unit with just a simple snap, thus preventing spillage and making it an easy task for the end-user to dispose of the liquid.

In 2002, Mark Micucci joined RPI as a member of our Product Development team. He is a veteran of the United States Navy, and served in Vietnam. After the military, he was servicing and repairing copy machines, which ultimately lead him to the dental repair industry, and finally to us where he engineers parts and helps customers with technical questions on the phone and via email. He can talk anyone through just about any difficult repair job.

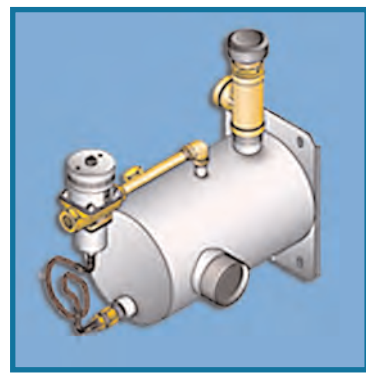
That same year, Brian Ridgeway was hired as our Shipping and Warehouse Supervisor. He is originally from Ohio, but he and his family now reside in beautiful Santa Monica, California. Brian has a great sense of humor that keeps us guessing at every turn. But he takes his job seriously, ensuring that our customers have the parts delivered on time and in good condition.



Customers are demanding more RPI value added kits, because they offer just about everything needed for servicing specific aspects of equipment in one convenient kit such as this O-ring Kit for servicing endoscope washers.

Also in 2002, we introduced the RPI Field Service Smart® Kit for servicing and repairing cassette autoclaves – the first exclusive, value added kit from RPI. Following that kit, came the Calibration Kit for servicing ultraclaves, and later the specialty O-ring Kit for servicing endoscope washers. These are kits that RPI customers appreciate, and are demanding more of in the future because they offer just about everything needed for servicing specific aspects of equipment in one convenient kit.

Early in 2003, Lolita Jones joined our Customer Service team. Since arriving, she has showered us with her Alabamian warmth and southern hospitality. Being from a military family, she has lived all over the world, including Germany. She has two wonderful daughters, who are a joy in her life.



RPI offers a tempering and water saving device designed to retro-fit most bulk sterilizers. It's called the Water-Mizer™, and can save more than 50 gallons of water per hour, resulting in a significant cost savings for the hospital.

The year 2004 gave us a brand new product that would help our customers conserve water and keep hospital costs down. That year, RPI was pleased to announce that we were now offering a tempering and water saving device designed to retro-fit most bulk sterilizers. It's called the Water-Mizer™, and can save more than 50 gallons of water per hour, resulting in a significant cost savings for the hospital. Depending on water rates and the amount of time a sterilizer is run each day, savings can add up to \$7,500 per sterilizer per year.

During this year, the RPI family grew once again where we welcomed Tina, Neil and Ray. Tina Torres joined the Customer Service team and she too assists our Spanish speaking customers with their orders. In her spare time, Tina earned her real estate license, became a professional make-up artist, and hikes the trails of the Santa Monica Mountains.

Neil Blagman also joined RPI that year.

He graduated from college in New York, and with his six years as a biomed and another 10 years as a service engineer, he was the perfect match for our Product Development Team. When in need of technical support, our customers appreciate the time he takes in making sure that they receive the help they need – he really knows his stuff.

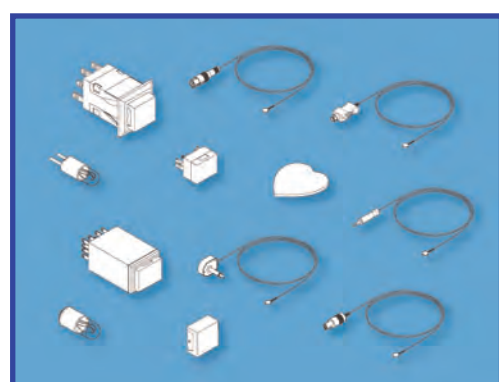
"With respect to the design and development of parts, RPI has expanded its goal of manufacturing parts that meet or exceed the OEM's performance."

A tsunami hits southern Asia; The Boston Red Sox win the World Series for the first time since 1918, breaking the "Curse of the Bambino"; Ken Jennings' 75-game reign as Jeopardy! champion ends – winning more than \$2.5 million. (2004)

2004

Hurricane Katrina hits Gulf Coast of United States; Cost of a gallon of regular gas: \$3.04; International Astronomical Union decides that Pluto is not a planet (2005)

2005



Our customers demanded more parts to fit infant warmers and incubators — not only did we respond with replacement parts, but also skin temperature probes. Now neonatal departments can depend on us for parts as well as reusable and disposable probes.

We were very busy during this year, in fact we took almost the entire year to revamp our General Shop Aids section of the catalog. We did it. We looked at the parts we offered, we looked at parts that we thought our customers could really use. New tools were added – some off the shelf, and some custom designed for our customers' use such as the Metal and Plastic Tubing Snakes. These snakes easily push and pull wire, cable, tubing, and fiber optic bundles

In 2005, Ray Martinez came aboard as our Quality Control Supervisor. With his thirty plus years in the aerospace industry, he was man after my own heart – given my background in the defense industry way back when we started RPI. Ray is currently earning a degree in Anthropology just for the fun of it!

Also in 2005, we again went into action in response to our customers. This time our customers demanded more parts to fit infant warmers and incubators. In fact not only did we respond with replacement parts, but also skin temperature probes. Now neonatal departments can depend on us for the parts they need most to keep the machines up and running as well as reusable and disposable probes.



Our expanded line of General Shop Aids offers these custom designed Plastic and Metal Tubing Snakes.

behind walls, above ceilings, inside operatives, through crawl spaces, and under floors. We really listen to our customers. Their input is so very important to us, and we take it seriously!

In 2006 we welcomed four more new employees – Linda, Kathleen, Katie and Jose. Linda Bean became a member of the Customer Service Team. She grew up just miles from RPI, and as she said in her interview when we hired her, "I have always been in customer service, and I love working with people!" – and here at RPI it really shows that she does.

Kathleen Kowal is a native Southern Californian and she received a BFA from an art and design school in Brooklyn, New York. Her talents as a graphic artist are truly exceptional – just take a look at our flyers and the 2006 PM poster.

Katie Egbert, yet another who wears many hats at the company, works with both the Purchasing and Customer Service departments. Before coming to RPI she worked in a doctor's office. Katie is proud to be a Los Angeles Kings hockey fan.

Born in Guatemala, Jose Rodriguez works hard in our Shipping and Warehouse Department. He move to the United States with his family in the late 80's, and is a big Dodger's fan. In his spare time, he attends school to become an electrical engineer.



RPI also focuses on developing one-of-a-kind parts such as our clear filter housing that allows visual inspection of the filter inside, without having to remove the housing.

With respect to the design and development of parts, RPI has expanded its goal of manufacturing parts that meet or exceed the OEM's performance. Today, RPI also focuses on developing one-of-a-kind parts such as a clear filter housing vs. the OEM's brass-nickel plated housing that fits dental delivery systems that was just launched earlier this year.

We pride ourselves on offering parts that our customers demand – including parts that fit both new and older equipment. For example, we still offer parts for some equipment that was first introduced more than 30 years ago. As our customers tell us, "Some of the older machines are true work-horses and are better than the newer ones, so we need those parts to keep them running". On the flip side, our customers also expect us to have parts that fit newer models. That's where Ira really set a milestone for the company.

Since Ira has taken charge of RPI, the company has launched more than 20 new lines of parts. It's incredible how we cater to the needs of the industry. Our secret is two-fold – listening to our customers on a regular basis and incorporating their feedback into our product development plan, and having the full RPI family of employees a company could ever hope to have to make it all happen!

RPI now has 24 employees, and is located in Chatsworth, California in a 15,000 square foot building in which all of our parts are inventoried. And just like came in 1972, customers ordered by 2:00 pm (Pacific Time), Monday through Friday, are shipped the same day, so customers do not have to keep large inventory of parts on site. RPI does it for them, thus saving them time and money.

When we first opened our doors in 1972, quality was our first concern. As a company that manufactures replacement parts for healthcare equipment, it was imperative that our parts were as good or better than the manufacturer's original equipment parts. And that holds true even more so in today's quality conscience marketplace. In fact, throughout our 35 year history, we have always maintained that our parts are guaranteed to our customer's 100% complete satisfaction. We are proud to stand by our parts and our customers appreciate it.

As of this year, RPI boasts of more than 2,400 parts to fit a vast array of equipment including bulk sterilizers, centrifuges, infant warmers/incubators, exam tables/chairs as well as dental laboratory equipment, delivery units, film processors, and lights.

"We have always maintained that our parts are guaranteed to our customer's 100% complete satisfaction."



The RPI Family, 2007: From left to right — Back row: Budd, Ray, Mark, Katie, Randy, Jim and Ira. Third row: Neil, Linda, Tina, Lara, Lisa and Joan. Second row: Blanca, Cathy, Lolita, Kathleen, Dora, Maria and Jose. Front row (sitting): Brian, Sherry, Al and Phil.

2001

2002

2004

2005

2006

2007

Hijacked United States airplanes crash into World Trade Center, Pentagon, and in an empty field in Shanksville, Pennsylvania (2001)

A new insect order, Mantophasmatodea, is announced; Academy Award Best Picture: A Beautiful Mind (2002)

A tsunami hits southern Asia; The Boston Red Sox win the World Series for the first time since 1918, breaking the "Curse of the Bambino"; Ken Jennings' 75-game reign as Jeopardy! champion ends – winning more than \$2.5 million. (2004)

Hurricane Katrina hits Gulf Coast of United States; Cost of a gallon of regular gas: \$3.04; International Astronomical Union decides that Pluto is not a planet (2005)

A much celebrated 250th anniversary of the birth of Wolfgang Amadeus Mozart; The first World Baseball Classic opens in Tokyo, Japan; Warren Buffett donates more than \$30 billion to the Bill and Melinda Gates Foundation (2006)

United States Senator Nancy Pelosi becomes first female Speaker of the House; World soccer superstar, David Beckham, announces that he will play for the Los Angeles Galaxy (2007)