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## Nor-Lake Named Overall Best in Class for Walk-ins in 2009

The article below was published by Foodservice Equipment and Supplies Magazine: "FE&S 2009 Best in Class Report By The Editors -- Foodservice Equipment & Supplies, 11/18/2009 8:56:00 AM Every business wants to be considered best in class by its customers and the manufacturers in the foodservice equipment and supplies industry are no exception. That's because those factories in the foodservice equipment and supplies industry who have earned a reputation for being best in class have done so by performing at the highest possible levels. In doing so, these select few factories established a track record for supporting all their customers from specifying consultant to dealer to operator and all points in between. With that in mind, FE&S proudly presents the results from its 2009 Best in Class study. Realizing the importance of this research, we significantly enhanced our approach this year. We polled our subscribing operators, consultants and dealers about products spanning 44 different categories. In doing so, we asked these foodservice professionals to rate the individual factories on the following attributes:

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- &bull; Product Quality
- &bull; Product Value
- &bull; Product Design & Aesthetics
- &bull; Service & Support
- &bull; Sales Representation
- &bull; Product Inventory & Availability
- &bull; Product Information Availability
- The data collected was used to create a composite score and determine the winners of FE&S's 2009 Best in Class Awards. The results were far more comprehensive than previous studies and shine an even brighter light on those factories that establish the benchmark for understanding and meeting the needs of the entire distribution channel."