



Chassis Liner Awarded ISO 9001:2000 Certification

ALEXANDRIA, MN - [Chassis Liner Corporation](#) received ISO 9001:2000 certification in July for its quality management program. The ISO 9001 certification is a widely recognized international standard for quality management systems.

Based in Alexandria and Lucan, Minnesota, Chassis Liner manufactures and distributes auto and truck frame-straightening equipment and other automotive collision repair products. It is an operating company of Otter Tail Corporation (NASDAQ: OTTR).

"With our client base extending nationwide and overseas, we wanted to achieve the highest level of credibility possible for our quality program," said Kent Johnson, Chassis Liner president. "This certification establishes the depth of our commitment to great products and high customer service. We are extremely proud of our team for the yearlong effort to assess and improve our standards of quality in preparation for certification."

Janine Johnson, Minneapolis regional manager of CRS Registrars, conducted the independent audit. Chassis Liner's ISO 9001 certification (Certification Number: 15841-QMS-828) remains in effect for three years with ongoing audits every six months.

The standard requires establishment of a feedback system designed to directly involve top management that includes measurement and improvement processes and customer-focused services, such as the degree to which clients' timeframes and requirements are met.

Chassis Liner geared up for the certification process with assistance from Paul Palmes, quality assurance director at Northern Pipe Products Inc, Fargo, another operating company of Otter Tail Corporation. Palmes is the United States delegate to an international ISO task force finalizing guidelines on managing the economics of quality.

"Chassis Liner took the time to determine customer needs and market trends and then applied that information to design a system to deliver those needs in the most efficient and effective manner possible," Palmes said. "Along the way, they developed a system of continuous improvement in every corner of their business that will serve them well as recognition leads to greater opportunities."

ISO is a worldwide standards body supported by the participation of over 140 countries. The shared goal of ISO is to promote the development of meaningful standards and related activities in order to increase the international exchange of goods and services, and to develop cooperation across intellectual, scientific, technological and economic realms.

For more information, visit:

www.chassisliner.com

www.ottertail.com

www.iso.org