

For Immediate Release

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PACAM Achieves ISO 9002 International Quality Management Certification

Oakland, CA – 9 May 2002 -- PACAM, one of the Bay Area's largest distribution, warehousing and logistics companies, has been awarded ISO 9002 certification, an internationally recognized designation of quality business management. This distinction is given by International Organization for Standardization (ISO), to which many of the world's most successful and prominent businesses comply. ISO's quality standards require intensive organizational training, commitment and constant monitoring to assure achievement of and ongoing compliance with eight critical management principles.

ISO 9002 Quality Management Principles:

- Customer focus
- Leadership
- Involvement of employees
- Process approach
- System approach to management
- Continuous improvement
- Factual approach to decision making
- Mutually beneficial supplier relations

According to PACAM Chief Operating Officer Rick Mizzo, "ISO provides a clear cut standard by which businesses can evaluate potential relationships with PACAM. The ISO designation lets you know, right upfront, that you are dealing with a business whose minimum level of quality standards is already at the top of the industry."

The ISO 9002 family of standards represents an international consensus on good management practices with the aim of ensuring that the organization can, time and time again, deliver the product or services that meet the client's quality requirements.

PACAM offers a complete array of logistics services, including foreign trade zone, secured warehouse facilities, inventory control, fulfillment, packaging and value-added services, and extensive transportation, transloading and consolidation. PACAM's headquarters, the Oakland Commerce Center, is a full-service 500,000-square-foot complex, served by rail, seven miles from the Port of Oakland. PACAM operates state-of-the-art facilities in Hayward and San Leandro. Under the leadership of CEO Linda Childs Hothem, PACAM has been the recipient of numerous awards and continues to be recognized as an industry leader.

PACAM is one of four wholly owned companies of Pacific American Group, a woman-owned business. Pacific American Group owns and manages over one million square feet of distribution and warehouse space in the San Francisco and Oakland Bay Area, and operates on the philosophy that success comes from people who take action, solve problems and deliver great customer service.

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