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June 2, 2000

Mr. Lance Hale
Alamo Learning Systems
3160 Crow Canyon Road
Suite 280
San Ramon, CA 94583

Dear Mr. Hale;

I have been meaning to write you a letter and let you know what an extreme pleasure it was to work on our ISO project with Joyce Ardern.

I have been looking for a thesaurus to some how communicate in 110 different ways how great Joyce is.

As you know – we sailed through our pre assessment and audit ... no small feat.

Our success with this project lies squarely on the shoulders of Ms Ardern. I need to express to you what a tremendous job she did with myself and this plant.

Joyce was engaging, motivating, organized, positive and a wonderful public speaker. She came each week prepared, ready and willing to tackle each element, and kept us on track for 8 months.

I am sure you are aware of her talents, but I wanted to go the extra distance, put it in writing, and extend our thanks to your company and single out Joyce as something very special.

Warmest regards,



John Scott
Plant Manger
ISO Management Representative