

AAA-96-0131

11 April 1996

**ARGOSystems**

Alamo Learning Systems  
3160 Crow Canyon Road  
Suite 335  
San Ramon, CA 94583

Attention: Lance Hale, Account Executive

Dear Lance:

As you are now aware, ARGOSystems has successfully passed our ISO 9001 Registration Audit that was conducted by TUV America Inc. Passing the audit, the first time, with only two minor deviations is a very rewarding experience. A large share of the credit is attributed to Alamo Learning Systems and your excellent staff of Dave Fleischli, Joyce Ardern and Christian Reilly. Their guidance through the process was invaluable and a very positive experience.

Special recognition should be conveyed to Joyce Ardern, our Alamo resident director, for her professionalism, knowledge and positive attitude. Her organizational and planning skills, along with her continuous guidance and follow-up, was a large factor in our success.

In summary, we would like to pass along our appreciation for a professional and positive relationship with Alamo and please include us in your list of satisfied clients.

Sincerely,



Allan F. Saul  
Vice President, Operations



Gerald McDonough  
Manager, Product Assurance