

3 December 1999

Alamo Learning Systems
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San Ramon, California 94583

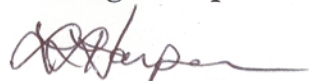
Attention: Mr. Guy Hale

Subject: ISO Certification Process Support

Boeing Aerospace Support Center (BASC) recently accomplished a very important milestone in its short history of existence. BASC has successfully completed the final audit and has been recommended for ISO 9002 certification. Your company's "Fast Track" program was excellent in getting BASC prepared for and through the certification process. I would like to personally recognize the efforts of your employee, Mr. Bob Mallory. It is without question that only through his commitment, knowledge and skills that we were able to achieve success in just seven short months. It will be my pleasure to recommend both your program and Mr. Mallory to others as the need arises.

I look forward to a continued relationship with your organization in the future.

Very truly yours,
Boeing Aerospace Support Company



Lyndon Harper
ISO Management Representative/
Program Support Manager

Cc: G. McAndrews, BASC General Manger
B. Mallory

