



Exothermic Molding, Inc.  
50 Lafayette Place  
Kenilworth, NJ 07033  
Tel 908 272 2299  
Fax 908 272 3355

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To Whom It May Concern:

We have recently been recommended and approved for ISO 9002 Certification. We accomplished this through the assistance and methods of ALAMO LEARNING SYSTEMS and their training Director, Mark Zappa.

I would like to commend both Alamo, for their excellent training program, and Mark Zappa, for his expertise, in assisting us towards ISO certification. Mark was especially helpful. His understanding of manufacturing and ability to communicate effectively made the experience valuable and understandable. In addition to helping us create meaningful and useful documented procedures needed for ISO certification, Mark was able to identify some of our shortcomings and recommend methods for improvement, while complying with ISO standards. He was patient, perceptive, and pleasant to work with for the entire 10 month period, and would recommend him, without reservation, to any manufacturer attempting to achieve ISO certification.

Sincerely,

Paul K. Steck  
President