

HL-A CO., INC.

902 Ravenwood Drive
Selma, AL. 36701

September 12, 2003

Alamo Learning Systems
3160 Crow Canyon Road, Suite 280
San Ramon, California 94583

Attention: Guy Hale

I wanted to express my appreciation to you and your organization for assisting HL-A Co., Inc. in achieving our goal of ISO-14001 certification. Bob Mallory, one of your directors, was key in helping us attain this goal. His experience and knowledge of various manufacturing processes and quality systems enabled him to help us resolve most problems on the spot. Bob helped keep me energized and used a "train the trainer" approach to develop my Management Representative skills.

Bob went out of his way to assist me in training our process owners on their role and responsibility in our ISO-14001 System. He was available whenever I called him to answer my questions. I consider Bob Mallory and Alamo Learning Systems a great resource on quality and environmental systems and would not hesitate to contact in the future.

Thank you,
Stephen F. Webb
Quality Engineer