

## HL-A

101 Murphy Industrial Blvd.  
Bremen, Ga. 30110

April 22, 2001

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

Dear Mr. Hale,

I wanted to express my appreciation to you and your organization for assisting HL-A Co., Inc. in achieving our goal of QS 9000 certification. Bob Mallory, one of your directors, was key in helping us attain this goal. His experience with ISO 9002/QS 9000 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 QS 9000 Management Representative skills.

Bob went out of his way to assist me in training our process owners on their role and responsibility in our QS 9000 Quality System. He was available whenever I called him to answer my questions. I consider Bob Mallory a great resource on quality systems and would not hesitate to ask for his advice in the future.

Thank you,

Michael Gross  
Quality Manager  
HL-A Co., Inc. Georgia