

# Paxton & Vierling Steel Co.

ESTABLISHED 1885

STRUCTURAL STEEL FABRICATION  
WAREHOUSING - MACHINE SHOPS

**PVS**

August 12, 1998

P.O. Box 1085  
Omaha, Nebraska 68101-1085

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

Dear Mr. Hale:

I wanted thank your organization for assisting Paxton & Vierling Steel Company achieve our goal of ISO 9002 registration. Alamo Learning Systems through your Director Bob Mallory assured our complete satisfaction. Bob Mallory came into our facility and energized the company and myself. His knowledge of processes reduced the time it would have taken Paxton & Vierling Steel Company to become certified. Bob Mallory helped myself along with the company understand what it takes to implement a quality system.

Bob went above and beyond our contract to help Paxton & Vierling implement our quality system. Bob obviously is concerned with total customer satisfaction to do whatever it takes to assist our company to ISO registration. I plan to utilize Bob's talents for the certification of our other plants. I consider Bob a great resource on quality systems and a good friend.

Sincerely,



Steven M. Riddell  
Quality Systems Manager