



500, H.L.Thompson Jr. Drive
Ashley, IN 46705-0396

September 15, 2003

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

Attention: Guy Hale

I would like to express my gratitude to you and your organization for assisting TRIN, Inc. in achieving our goal of QS9000 certification. Bob Mallory, one of your directors, was instrumental in helping us attain this goal. His experience and knowledge of various manufacturing processes and quality systems enabled him to help us resolve our multi-facilities relationship and systems issues.

Bob not only helped keep TRIN motivated, he went out of his way to assist TRIN in training our process owners on their role and responsibility in our Quality System. The foundation that he helped lay at TRIN will make our transition to TS, a smooth one. I consider Bob Mallory a great resource on quality systems and would not hesitate to ask for his advice in the future.

Thank you,

A handwritten signature in black ink, appearing to be 'Lee Lim', written over a horizontal line.

Lee Lim
TRIN, Inc.
Manager,
Production Control and Purchasing