

Hi Gerald:

Thanks so much for taking me through Six Sigma Training last week.

The course was very helpful as it broadened my knowledge in several areas of quality management and gave me a better understanding of how to apply Six Sigma tools to help my company achieve the best results. The course has also set the stage for me to use data analysis and information to effectively monitor and improve our performance in an ever dynamic IT industry. I will use the newly acquired knowledge to ensure a "quality improvement business practice" in order to achieve perfection.

Please consider this letter my strong recommendation of your excellence and services in this field.

Best regards,

Frederick Engmann

Manager, Sales and Service Operations

Zones, Inc

1102 15th Street SW Suite 102

Auburn, WA 98001-6509

Phone: 253-205-3338

Fax: 253-205-2338

Cell: 206-226-5129

frederick.engmann@zones.com