



AEROSOL SERVICES COMPANY, INC.

Dear Ray,

I wanted to take the time to let you know how much I appreciated your efforts and input to help our company to work better as a team and to improve our processes. I especially enjoyed using the tools you showed us to tackle some of the tough cumbersome processes we had and see first hand how once we understood some of the root problems to be able to streamline the process by using those tools.

One process that has had great success by using your training has been our product specification changes. We were able to identify areas of loss of revenue, accountability and time efficiency. By using a team approach we had a greater understanding how each department is effected by this one process, identify the snags and to make the necessary changes that satisfied each departments needs. As a result we have less obsolete material taking up warehouse space, have captured about 95% of the revenue lost due to wasted material, less mistakes taking place on our production floor which again has saved us in loss revenue and the paperwork now flows through the departments at half the time that it use to.

Again I just wanted to say thank you for all American Business Concepts has done not only for the company as a whole but also for how it has helped my individual department to work as a team and streamline areas that are now more productive and time efficient. In this day and age of high competition in the business world this is greatly needed!

Sincerely,

Merit K. Staten
Customer Service Supervisor