



American Business Concepts
Mr. Ray Anderson
31333 Mesa Drive
Redlands, CA 92373

Dear Ray,

THANKS for your efforts to help our company. While we have struggled with Chinese competition undercutting our prices, you and your staff helped us streamline and reduce our costs and stay competitive. With your firm's help we have focused on improved teamwork instead of everybody playing a solo game. The five teamwork factors have proven invaluable in focusing our staff and helped management to effectively connect with front line workers. This new connection created a system for capturing and rewarding good ideas, which has hugely improved our business.

In particular, you worked closely with our production manager to develop a quality system reduced production costs by 9% from when we retained your advisory services. More important than these cost savings, we have reduced the quantity of errors and defective products to our customers.

You worked with us through a tough time, helped us identify our core competencies, helped us streamline our workflow and we have become a more profitable and stronger company at all levels.

I look forward to our continued profitable relationship.

Thanks for investing in our people, helping us to find common goals and work together effectively.

Sincerely,

A handwritten signature in blue ink, appearing to read "D. Todd Mattson", is written over the word "Sincerely,".

D. Todd Mattson
President and CEO
Pro-Line Racing . PROTOform . So Real Concepts

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