



5/10/05

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

Re: Onsite Training

Ray.

I would like to say we were very happy to have your training team in our facility. They were very professional and helpful in all aspects of the training and implementation. If we have the opportunity do add additional training in our upcoming year we will definitely be approaching you to handle it.

The instructors that helped us with our Team Building training gave us the necessary tools to establish problem solving techniques throughout the company. This has helped us in numerous instances working together to solve problems. The management training was also accepted very well and I have received numerous requests asking when we can get more from you.

We have also increased our awareness of our supplier relationships due to the training. We have made great strides towards partnerships with our suppliers which helps us tremendously in our striving toward higher quality product to our customers. Without this training we would still be dealing with old attitudes resistant to change making any transition more difficult.

Standardization is one of the primary needs of any company who wants to establish a complete quality system that works for everyone including your customers. Your training pointed this out in terms that everyone could understand which helped make my job much easier. I appreciate the help and am happy to be reaping the benefits.

Thank you for all of your help and we look forward to a continued partnership in the future.

Sincerely,

Rick Elliott
Vice President of Quality Assurance

Z Microsystems Inc.
945 Pacific Center Blvd.
Suite 509, San Diego
California 92121-4309

T 858 657 1000

F 858 657 1001

www.zmicro.com

FIELD READY

comp u