

Ashok M. Thakkar, President & CEO  
ITTI, LLC  
P. O. Box 1453  
Roswell, GA-30077-1453

Dear Ashok:

Now that we have completed the ISO 9001:2000 registration successfully in a record amount of time and ahead of schedule, I would like to take this opportunity to thank you and Ernie John for the exceptional leadership provided for this large endeavor.

I would like to re-state what I had mentioned to you in person. I have worked with quite a few consultants and have spent several million consulting dollars in my career. However, I must say, I have never worked with a finer, more effective group of consultants as ITTI. Your integrity, honesty, plus the thoroughness of ITTI's documentation and soundness of your advice, all have left a permanent mark on all of us. ITTI provided the best value for the consulting dollar.

Judging from the comments made by the auditors, we recognize that covering eight different facilities in three countries under a single certificate was a monumental task. We are proud to have finished such a mammoth task within only nine months. It could not have been possible without ITTI's guidance, support and project management skills.

Please accept our sincere compliments and thanks for a job well done. Please feel free to give my name and contact information to your future clients. It will be my privilege to provide a referral.

Sincerely,



Fred Chitwood  
Director of Quality