

October 23, 2006

, CSD

IPA

Chicago, IL

Re: Satisfaction Letter

Dear

We are in the final stages of our on-site consultation with . has performed steadily towards the pre-set goals. He has been positive and supportive, yet insistent upon the progress towards using the tools he has provided for us. Instead of just handing us the reports, organizational structure, etc. and saying to “do this” or “do that”, he has enlisted myself and my people daily to have us “try on” the new processes and procedures.

has been amenable to our peculiarities of business in adapting your methods to a 45 year old company with history and certain procedures that have been used with success. The total package “fits” our company.

I will have to say that I had my doubts and reservations when the project began. I now have a clearer objective, a direction and a vehicle to reach the objective. The ability to continue the relationship in the future for advice and support is reassuring.

For me, especially in the beginning, there have been times of sheer terror. He has answered my questions, reassured me and helped me to understand the advantages of what he was trying to accomplish for me. We’ve often discussed my “2:30AM committee meetings” and he has met me at my need. Lately, we have joked about our respective “committee meetings.”

I will be sorry to see him go. He has been an upbeat and stabilizing force in my organization these last eight weeks. Thank you for selecting him for me.

Sincerely,

A handwritten signature in dark ink, appearing to be a stylized name, possibly "S. [unclear]". The signature is written over the word "Sincerely," and extends downwards and to the left.