

Dr. Peter Johnson  
Johnson & Company  
18662 MacArthur Blvd., Ste. 300  
Irvine, CA 92715

Dear Dr. Johnson:

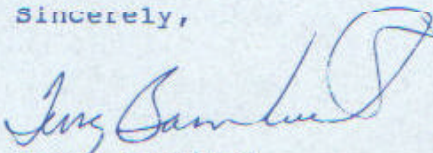
I would like to take this opportunity to personally thank you and your entire support staff for the truly outstanding job you did to help set up, organize, and facilitate this year's two-day corporate Quality Improvement Forum. Your extensive preliminary analysis and research of the volumes of background material we sent you, along with the preliminary strategy meetings, really paid off.

The customized "Quality - Value - Service" workbooks you designed for us, in conjunction with the orientation audio cassette tape that was sent to all of the participants, all helped to make our meeting extremely productive from the very beginning. I realize our initial attendance estimates were for 30 - 40 people, so I appreciate your flexibility in adjusting your format to accommodate a total of 72 participants.

When you conducted the Strategic Planning Retreat with our Board of Directors and senior staff two years ago, we videotaped the entire two-day strategy meeting for our archives as a reference. That concept worked so well that we utilized a professional video company this year with two studio type video setups. We plan to edit the two days of footage into an actual training film for our employees and staff.

Thanks to your participation and involvement, the Quality Steering Committee you helped us establish last week proved to be very productive during the meeting. Taking time from your busy schedule to help, as a customer service courtesy, goes above and beyond the call of duty and once again we are most appreciative. We will stay in touch as you suggested to keep you posted as to our progress and performance.

Sincerely,



Terry Barnhart  
Assistant Administrator

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