



# PACIFIC RUBBER & PACKING, INC.

January 30, 2004

Mr. Jeffrey Lewis  
QMS Consulting  
1970 Latham St #67  
Mountain View, CA 94040

Dear Jeff:

I wanted to take this time and thank you for all of your support that you have continued to provide us with your Customer-X-Pectations web tool. It was critical when we began enhancing our quality management department that any software or support tool we incorporated into our system be usable, reliable, and provide measurable information. The system that you created continues to exceed all of our expectations.

The Customer-X-Pectations system is very user friendly and we have had no problems integrating our customer service department, outside sales department, and our Oregon facility into the system. The management of our customer and supplier complaints, customer surveys, and the overall processes of our quality management system has been greatly improved because of your system.

Over the past year, we have never had any system problems with the web tool. The website has always been available to us and its reliability continues to be 100%.

The data that your system provides our company is invaluable. The systems ability to report data on our supplier performance, our customer's feedback, and our performance, has been a tremendous asset to our company as we continue to evaluate areas for improvement.

In addition, all of us here at Pacific Rubber have been most impressed with your responsiveness to our questions and requests. Your continuous support has been greatly appreciated.

I am looking forward to continuing our work with you and your company. If there is ever anything that we can do for you, please do not hesitate to give me a call.

Regards,

Matthew Sheble  
Director of Quality Assurance / Corporate Administration