



Precious Metal Plating Specialist

# SAFE PLATING, INC.

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Doug Anton  
AEM Consulting Group, Inc.  
1125 Ivy Lane  
Ashland, OR 97520

Dear Doug,

Now that we have finalized our ISO 9001 registration, I want to extend our sincere thanks to you for a job well done. In fact we could not have completed this arduous journey without your able assistance!

Indeed we were all dreading the task, which was viewed by all of my team as an onerous one that would do little but impede our ability to satisfy our customers. The hallmarks for Safe Plating's success are:

- Rapid delivery – 24-48 hours,
- And impeccable quality – ***less than 1% reject***

Since we are very profitable, these had to be maintained without adding costs.

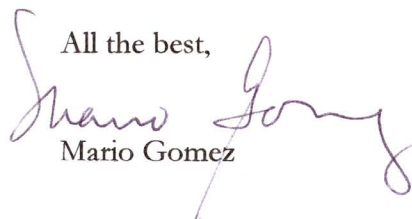
As an owner and Vice President in charge of the entire operation from sales to shipping, my perspective is our continued success and improvement are more important than ISO certification. You showed us how to make certification a secondary goal and focus on understanding our current system, reasons for our success and where the improvement opportunities are. Also, you paid close attention to our specific needs in the new system namely:

- Providing a stronger employee skill evaluation process,
- And most importantly, tightening and defining our day-to-day operating practices so they function more effectively.

The project was completed on time (8 months) and budget. The resulting documented Business System, as we call it, is small (100 pages) and includes all of our existing paperwork (forms and records) used in every area of our company (excluding accounting). Amazing! I never believed our ISO project could turn out this well.

Thanks again for all of your hard work and expertise. We could not have done it without you! If anyone would like to have a personal testimonial, please don't hesitate to have them call me!

All the best,

  
Mario Gomez