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July 11, 2008

Wali Alam
Quality Institute of America
8951 Ruthby, Suite 12
Houston, TX 77061

Mr. Alam,

I want to thank you for all that your company has done for EagleBurgmann since 1996, first with QS 9000 and then continuing with ISO 9000 and other general quality related support.

In particular, I am especially appreciative of QISS, your management software. It has made quite an impact on our Quality and HSE Management System. The CAPA, NCR, Preventive Maintenance, and Document Management modules are superb. Your software has all the ISO elements covered, yet is flexible enough to allow our company to configure to meet our individual needs.

It is much easier to present to our Registrar with the confidence that all elements will be readily available, easy to interpret, and easier and faster for the auditor.

I would recommend this software as a true ISO/Company management tool for any company that wants to make their company more efficient and structured.

Thanks again,

Curtis Jenkins
Quality Manager
EagleBurgmann Industries LP