

CRANSTON PRINT WORKS COMPANY

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November 21, 1994

Mr. & Mrs. Robert A. Bomes
AGI Consulting Group
P.O. Box 1017
East Greenwich, R.I. 02818

Dear Bob & Lori:

I am finally writing this much deserved letter recognizing your valued assistance in our Quality Improvement Process this past year.

As you know, we have been in the Quality Process for 3-1/2 years, but it has only been in the last 12 months that we have seen any meaningful process improvement. We had all the tools and education and committees, but we didn't have the results.

The training and facilitation you have provided us was instrumental in reducing our Price of Nonconformance by \$370,000.00, as well as building a community of motivated employees that are customer driven and quality conscious.

Our current goal of reducing delivery times by 50% will be a tremendous challenge, but I have no doubts it will be accomplished.

The employees of the Cranston Division applaud your efforts and look forward to working with you to meet the many challenges in the months and years ahead.

Yours truly,

CRANSTON PRINT WORKS COMPANY
CRANSTON DIVISION



Tony Abreu
General Superintendent

TA:klb



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