



January 9, 2007

Ms. Lisa Koss, Management Consultant
International Advantage
23425 N. 39th Dr., Suite 104-7
Glendale AZ 85310

Dear Lisa,

When we contacted you, we needed to support the Lead Team in one of our Mexican manufacturing plants to become a more effective operating group in what is a very tough and demanding environment. Being a border operation, we deal with many unique planning and logistical problems. It's the kind of job that tends to eat people up. This was a challenging assignment.

Because you dug deep into our organization and really worked to get to know the people and how they think and react to situations, you were able to coach them on how they could become more effective by making changes in their behavior and approach to their job.

You helped us as a management team develop a clearer understand of which processes were in place, which were not, and how those processes were affecting outcomes. You also worked with corporate leaders in the region, like me, to make sure the plant was getting what they needed in terms of communication and support.

Lisa, you spend time with people to get to know them and how they think and react. You do a great job of peeling away the layers in order to identify root cause issues so that they can be evaluated and addressed. With your coaching, our leaders now have built a personal plan for improvement and I believe our leaders are better grounded. I have personally seen their progress that resulted from your insights.

Thanks, Lisa. Because of your work, we were able to make critical and strategic leadership decisions that will positively impact both the manufacturing plant and the region.

Sincerely,

Ron Schubel
Director of Global Operations