



## OFFICE PRODUCTS

February 11, 2004

Customer Feedback

Mr. James Cuff  
BSI Canada

Dear Mr. Cuff,

I thought I would take this opportunity to provide customer feedback on the services provided by BSI in the auditing of our quality management system.

Basics Office Products has been a customer of BSI (formally KPMG) since 1997. During this time period our company has seen tremendous sales and operational growth. These challenging years has led us to develop and implement a solid quality management system that is totally customer driven in part due to the audit cycle being performed and also due to the professionalism of our auditors; Roman Moroz and Larry Coudenys.

We have recognized Roman and Larry as a tremendous value to our organization. They perform their audits in a direct, energetic, and erudite manner. Their knowledge of the international standard, combined with an intuitive incite into business process has made significant improvements to the level of customer satisfaction that we have come to enjoy. Our audits are a process not a pain. As a result our process improvement activities resulting from their observations are strategically significant to our success.

We also highly value objectivity and the truth. In discussion with other quality professionals in the field regarding their registrar, this is something that separates BSI from your competitors! It is this single point that separates Roman and Larry from the "auditor-pak" and for which Basics Office Products values the most.

Sincerely,

Ray Culver  
Quality and Business Development  
Basics Office Products

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