

CHURCH & DWIGHT CO., INC.

CONSUMER PRODUCTS • SPECIALTY PRODUCTS



March 26, 2004

Kelli Romano
24 West Saddle River Road
Waldwick, NJ 07463

Dear Kelli,

I want to thank BSI for their fine service in support of Church & Dwight's ISO 9001:2000 upgrade registration efforts last year and continuing progress since that time. I particularly want to recognize the efforts of Charles Jain, our BSI assessor who, through his audits and observations regarding our Quality Management System, has been instrumental in our understanding and adoption of the ISO Standard throughout our organization. In his last assessment, Charles made it his goal to meet with our Division President, who was pleasantly surprised by the effort and very pleased with what he heard regarding the status of our QMS. It is far more valuable to us to understand why changes or improvements are required than to just know that they are. Charles puts an easy-to-understand rationale forward with every observation that helps our employees understand its value.

As you are aware from your recent visit, we have other ISO certifications for our medical device products and have asked BSI to consolidate the ISO 9001 and ISO 13485 assessments. While we may lose Charles as our assessor due to this request, I wanted you to know how much he was appreciated during our association with him. In fact, everyone we have worked with from BSI seems to fit that mold. We look forward to our continued relationship with BSI.

Sincerely,

Bob Coleman
Director, Quality Assurance
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