



DRS SURVEILLANCE SUPPORT SYSTEMS, INC.

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Miranda Foote, RVP
BSI Management Systems, Inc.
12110 Sunset Hills Road
Reston, VA 20190

March 1, 2004

Dear Ms. Foote;

During the last few months DRS Technologies has been going through organizational restructuring; which impacted our Quality Management System to a large degree. Over this period I have had frequent contact with your Florida representative, Mr. Mick Howk.

Even though we are a small client of your firm; Mr. Howk has in every case gone out of his way to help answer our needs as it relates to our ISO 9001 registration. Every time I have contacted Mick he has provided timely responses to our questions or concerns. His professionalism and expertise in the quality field has truly added value to our relationship with BSI.

Thank you for the excellent service and for providing such top-notch people to work with.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Phil Brown", with a long horizontal flourish extending to the right.

Phil Brown
Director of Programs