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Ken Rayner
BSi Management Systems

12th March 2004

Dear Ken,

I am writing to pass on to BSI some recent comments that have been made regarding Mark Crookshank, who as you know, is Client Manager for the FedEx Supply Chain Services operations in Memphis TN.

During the recent Management Review meeting many of the managers expressed their satisfaction with the methods used by Mark whilst carrying out ongoing surveillance assessments and how useful they felt that these visits were. I asked for specific examples and some of the replies were as follows:

"Mark can get to the key processes very quickly"

"He puts employees at their ease and is able to get them to get answers very quickly"

"He is always professional and understands the demands of the business"

There were more and they were all positive, and I have no hesitation in saying that Mark is an able and effective assessor who we value.

Please feel free to pass these comments on to Mark and any other interested party.

Yours sincerely

L. N. Ramsey
Manager, International Quality Systems & Standards