



Suntron Corporation
Northeast Express
1 Perimeter Road
Manchester, NH 03103

To: Miranda Foote, VP of Sales
BSI Management Systems
12110 Sunset Hills Road
Reston, VA 20190

CC: Elizabeth Shahinian, Account Development Manager

Subject: Suntron Corporation – BSI Management Systems

As Quality Manager of Suntron's Northeast Operations facilities in Lawrence, Massachusetts and Manchester, New Hampshire, I have worked with BSI for a little over a year. In that time, we have partnered in two site ISO audits and embarked on a project to get the Manchester facility certified to ISO 9001:2000.

I have found BSI, in general, to be a very supportive and responsive partner. The account managers have been proactive in soliciting feedback and ensuring continuing improvement in our relationship.

Carolyn Palmer has been our Client Manager/Auditor during this period. I have been pleased that planned audits have been conducted as scheduled and that communication of audit expectations and results has been timely, clear and comprehensive. Carolyn has proven to be knowledgeable and astute in reviewing our quality system and has offered valuable considerations for the improvement of our quality system.

I am particularly pleased with the responsiveness of the BSI team to my request for support in the pre-assessment and audit of our Manchester facility. Carolyn and Elizabeth took the initiative to visit the Manchester site and work with Suntron to establish a plan and schedule to this end. We now have what I hope to be an efficient and effective approach to identifying and addressing any quality system gaps.

I look forward to a continued strong working relationship with BSI in the future. Please do not hesitate to contact me if you have any questions or comments.

Regards,

Handwritten signature of Raymond Turner in black ink.
Raymond Turner

Quality Assurance Manager
Suntron Northeast Express
603-627-9556