



June 9, 2005
Integrated Management Systems
Mr. Francis Crawford
8027 Niska Rd.
Blaine, WA 98230

To Whom It May Concern:

We chose IMS after meeting with and reviewing proposals from several quality management companies. I thoroughly enjoyed meeting with both Francis and Carter on several occasions and they were very responsive in preparing the detailed information we needed to choose our provider.

We chose Integrated Management Systems (IMS), above all other vendors, to ensure our compliance with the FDA regulations that govern our industry. IMS did a thorough analysis of the regulations and presented me with all of the compliance options that were available at that time.

We elected to use the ISO Quality Management System for our company and tasked IMS with the complete training and implementation. IMS did a great job of explaining what the project would consist of with regard to the commitment of our people and appropriation of our resources as well as develop a timeline.

We passed our ISO audit on-time and on budget with no surprises. I would highly recommend the great people at IMS to anyone needing an effective quality management system and regulatory compliance.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Lesh', with a stylized flourish at the end.

David Lesh
President
Dale Dental