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Hello,

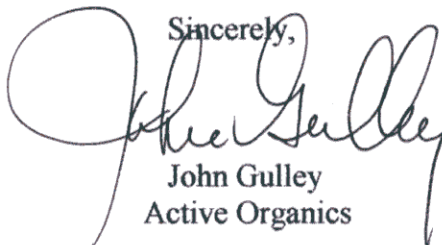
My name is John Gulley and I am the Manager of the Analytical Section of Research and Development for Active Organics, a premier manufacturer of herbal cosmetic ingredients. In addition, I am the Management Representative for our ISO quality program. Active Organics recently contracted with Integrated Management Systems (IMS) to help with our transition to the newer ISO 9001:2000 standard. This letter is to document our experience with IMS and to recommend their services.

When we first contacted IMS, Carter Thompkins visited our facility, to determine how IMS could assist us in our transition. While experienced with the older ISO standard, our main needs now required rewriting our ISO Quality and Procedure manuals, filling in the gaps between the old and new system, training our internal auditors and explaining to upper management about their enhanced ISO responsibilities required by the new standard. It was immediately obvious that Carter had both the professional credentials and the experience required to successfully guide us through this transition.

Initially, IMS quickly revised and rewrote both our Quality Manual and Procedure Manual. At the same time, Carter helped us build a "to-do" list of the items that needed completion in order to bring us up to the level of the new standard. Next, Carter trained our internal auditors. One of the most helpful ideas as a part of training was Carter acting as the lead auditor and conducting an internal audit against the new standard with the entire internal audit team. This was particularly tricky, since the experience of our auditors ranged from completely inexperienced to very experienced. Feedback about the internal auditor training was that Carter keep it interesting and he also demonstrated that he knew the auditing process and the details of the new standard. In addition, by conducting the internal audit, he also fulfilled one of the important requirements of the ISO standard. Since then, we had an external surveillance audit conducted by our ISO registrar. As testimony, after completing the surveillance audit, the external auditor even stated that he was impressed by our progress toward the transition to the new standard.

I highly recommend IMS and the services that they can provide. They delivered a professional product in a timely and thorough manner. In addition, they have continued to stay in contact with us, as a follow-up to their service. This does not appear to be an extraordinary event, but the way that IMS does business.

Please feel free to contact me to discuss any of these issues. You can contact me at (972) 221-7500.

Sincerely,

John Gulley
Active Organics