



June 3, 2005

Dear Sir or Madam:

This letter is to let you know how much we appreciate Mr. Carter Thompkins for teaching us the Lead Auditor class in June 2003 at Avaya.

Mr. Thompkins was very knowledgeable on the subject matter, and his delivery of the material was superb. He made a dry subject entertaining. He is well prepared and organized. He tailored his training to our specific environment and pointed out to us many improvement opportunities. I am confident that if we implement and audit our company according to his training, we will pass the ISO 9001:2000 certification audit with flying colors. I would recommend him to any company who needs ISO training.

This was one of the best classes we have taken in years. Mr. Thompkins is an excellent instructor. We walked away from the class with a ton of helpful and applicable information.

Sincerely,

*Ha Smith*

Avaya ISO 9001:2000 Internal Auditor