



Mr. Edward F. Morrison
President
TMC Management Engineers
333 South State Street #102
Lake Oswego, OR 97034

Dear Ed,

Our Management Engineering Program is in the final stages and I would like to express my appreciation for the work your team has done for our company. The results have far exceeded my expectations.

As you know, we had already started implementing a new Total Quality Management (TQM) Program when your firm began work. We had concerns regarding how these TQM efforts would be disrupted while your firm trained our managers and implemented new systems to control costs. I am very pleased with the professional way your people have assisted us in combining these efforts. You have allowed us to improve our operation more quickly than we thought possible. Productivity has currently improved 19.8% in our door manufacturing area. But more importantly, you have provided critical training to our managers and supervisors that will allow us to improve even further in the coming months.

The way you people have listened to our managers, involved them in the process and coached them to be better managers has been very professional. This has resulted in their feeling ownership for the new systems and has kept attitudes positive and moral high.

I am looking forward to the next phases of our program. Thanks again for a fine job.

Sincerely,

OREPAC BUILDING PRODUCTS

A handwritten signature in blue ink that reads "Walt Shriver".

Walt Shriver
Vice President/Gen. Manager

cc Glenn Hart
Ray Nailor
Bob Vandewall