

DOCTORS LABORATORY, INC.

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Chief Pathologist
SUPRANEE DEE, M.D.
Cytopathologist
FRANK J. RAVELO, M.D.
General Pathologist
DAVID R. DAHLENBURG, M.D.
Oncology Specialist
CURTIS R. LIU, M.D.
Hematopathologist
MANOJKUMAR PATEL, M.D.
Dermatopathologist

ROY H. TRUCKS
Chief Executive Officer

BYRON S. DAVIS, M.D.
Chairman of the Board

RONALD R. ZIMMERMAN, D.O.
Medical Director

January 10, 2002

Ashok Thakkar
President & CEO
ITTI, LLC
875 Old Roswell Road, Suite C-500
Roswell, GA 30077-1453

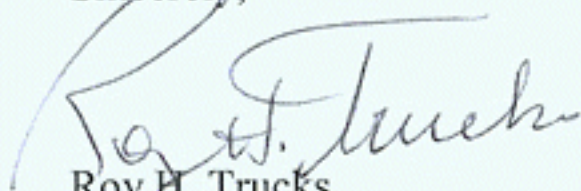
Dear Ashok:

On behalf of Doctors Laboratory, Inc. I would like to thank you for the excellent consulting services provided by ITTI during the preparations of the ISO 9001:2000 implementation. It is my feeling that ITTI systems, processes, training protocols, and your leadership enabled Doctors Laboratory, Inc. to implement our quality management systems in such a manner that we did extremely well in the final audit phase of the implementation.

It is easy to see that your experience in implementing the ISO quality systems is a true value to an organization that chooses to make the commitment to quality operations that the ISO processes require. It was found to be very important that you were able to help us get through the definitional and philosophical challenges of the ISO system, and you were able to relate these requirements to the core team champions in a manner that allowed as smooth a transition as possible.

Again, thank you for your hard work. If I can be called upon to be a reference for your organization, please do not hesitate to contact me.

Sincerely,



Roy H. Trucks
Chief Executive Officer

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