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ITTI, LLC
P.O. Box 1453
Roswell, GA 30077-1453
Att: Mr. Ashok Thakkar, *President & CEO*

Dear Ashok,

On behalf of Hayes Brake I want to express my sincere appreciation for your help in leading us to a successful ISO 9001:2000 Transition Audit. ITTI LLC's documentation system of templates and Client Training Modules covered not only every aspect of the Standard's requirements, but also made the customization and implementation of the system extremely user friendly.

The Lead Auditor was thoroughly impressed with the detail and completeness of our Quality Management System. I am pleased to be able to say we had no Major or Minor discrepancy noted in the Audit report.

Thanks again, Ashok, for all your help and a job well done!

Sincerely,

Terry Nickerson