



January 19, 2002

Mr. Ashok Thakkar
President & CEO
ITTI, LLC.
80, Old Sandhurst Landing
Alpharetta, GA 30022-8515

Dear Ashok,

Thanks to the ITTI system, QuinTron Instrument Company has been recommended for ISO 9001/13485 Certification by LRQA on our first audit!

We greatly appreciate the effectiveness of the templates and your training program. During the training period we have developed great admiration for you and of your knowledge of the certification process. Your clarity of presentation and patience with us was extraordinary. Needless to say, we would still be struggling with an inferior presentation or would have abandoned the project without your undying patience and expertise. Thank you!

In addition to certification, the best part is that we have developed a genuine friendship with you and Bharati. If we can provide a reference for ITTI to any prospective client, please have them get in touch with us.

With sincere thanks, we remain,
Sincerely yours,

Lyle H. Hamilton, Ph. D.
C.E.O.

Steven D. Hamilton
President

Micki Watters
Quality Manager