

May 5, 1995

Mr. Ed Rigsbee
P.O. Box 6425
Westlake, CA 91359

Dear Ed:

On behalf of myself and all of my management staff at Quanterra I would like to thank you for your outstanding seminar presentation. You covered a multitude of topics with clarity and real life experiences that helped get the point across.

I have been approached by a number of my supervisors who have commented on having a better insight into what makes their group tick as a result of your material covering personality traits. Others have been more effective at managing their time since attending your seminar. My QA/QC manager had complained that she never had time to complete any projects because she was always putting out fires for employees. She blocked out 2 hours every morning and put a white board outside her office for people to leave requests that she would then follow up on during the remainder of the day. It worked out great and has made her much more effective as well as reducing her stress level.

Thanks again and we look forward to having you back again sometime in the future.

Sincerely,



Bruce Warden
Director
Quanterra-W. Sacramento