

[REDACTED] Urethane, [REDACTED]

[REDACTED]

George S. May International Company
303 S. Northwest Highway
Park Ridge, Illinois 60068

Gentlemen:

Our company has been in business since 1969. Through hard work and an expanding economy we grew our sales to \$8,000,000 in 1998. However, since that point, our sales have decreased to \$6,300,000 in 2001. Our profits have started running in the negative for the past two years. We needed some help in targeting areas to reduce our operating costs.

Your company was brought in to help us understand our business practices and get us moving forward. We were told that the quickest way to turn the business around was to control our expenses while getting more aggressive in our sales efforts. Areas where reductions could be made were identified and controls were put in place to measure the performance of the company. Our budget was modified to be a tool to monitor our progress. Our overhead was developed and we were shown how to use that information in quoting and developing product pricing. We asked for an incentive plan and one was provided. Also, a procedure for inventory tracking, when to buy and an ordering procedure were put in place.

The savings goals, when fully implemented, should save us \$200,000 over the next year.

I am very satisfied with the procedures, guidance and implementation that has taken place by your staff during the past several weeks and hope to use them again at some point in the future.

Sincerely,

[REDACTED]

General Manager