

[REDACTED]

Re: Closing Procedures

George S May International Co. telephoned and asked if their services were needed a few weeks ago, as the President with all new office personnel, I knew I needed some sort of help getting back on track. I agreed to do the survey. There were problems in almost every area, most I was aware of, just didn't know how to correct, these include bookkeeping, employee discipline, ineffective cost controls, and generally bad morale.

The analysis started on February 11, 2002, then the consultant team started on February 13, 2002. They identified many of the problems I saw and the much needed solutions, and ways of monitoring the progress. These include establishing an annual profit and expense control budget, updating personnel files, establishing a break-even point for my company, and teaching me how to do this. A program for collecting past due accounts. Also an employee performance evaluation program, incentive program and a start on an employee handbook. We did a strategy planning session to keep us on track for the future.

These programs have given us a positive step in the right direction. I believe the cost saving recommendations are realistic and will greatly improve my company.

Your team is very professional. I am satisfied with the job they have performed.

Thanks,

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