

December 2, 2004

Re: Recommendation for OEM Consultants Inc.

I am pleased to provide this letter of recommendation for the services of OEM Consultants Inc. I have known George for the past 5 years as a colleague, and then later as a mentor.

Over the past year we made an investment in our team members and systems by working with OEM to identify where and how to start the process. OEM helped us identify a "plan of attack" for eliminating the chaos that we have been experiencing - doing the same things over and over again, yet expecting things to change. We initially thought that a change to the way we plan using our MRP system would do this. George convinced us that only through education and teamwork would we be able to work through this in timely fashion. The results were outstanding! Within 3 months of getting started we achieved 75% of the metrics that we are showing now:

- Inventory reduction from 40 days to 20 days
- Inventory dollars reduced by 50%
- Lead time reduced from 10 weeks to 6 weeks
- Work in process reduced by 50%
- On time delivery from a low of 10% to 70% on time

As we embarked on this process it was evident to me that we needed our own leadership to change the way they thought about the process, as much as the team members themselves. This was very difficult to accept. If I could give anyone else advice about working with OEM, it is to have faith in the process that you are being lead through and find comfort in the fact that things will change for the better.

I would not hesitate to recommend OEM Consultants to any other company serious about change and doing it the right way – with everyone involved. Please feel free to contact me should you have any questions.



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