

**Peter R. Brushaber**

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May 6, 1999

Mr. Ralph J. Hildebrand  
GHR Associates  
103 Kakeout Road  
Butler, NJ 07405

Dear Ralph,

I want to thank you for the time and effort you put into teaching the Preparing your Company for ISO 9000 class we just completed. Your efforts made what could have been a very dry and laborious 3 hours per evening into a very enjoyable and informative experience. I will be sure to recommend the class to others looking for some insight into the world of ISO registration.

From the course I received a thorough understanding of the background and history of the ISO movement. I also feel I have been prepared in the proper way to address all the applicable paragraph's of the ISO standards to my company. Possibly most importantly I understand the implications of striving for the registration, and the importance of a continued commitment to maintaining the procedures after registration has been earned.

I now feel prepared with the training needed to start my company down the road to earning ISO registration. Though the cost in time and money will be great the registration can bring many benefits, both as a marketing tool and a way to run a more efficient controlled organization. Though the timing is not correct for my company at the moment it is a project I anticipate undertaking at some point in the future. When the time is right I will be sure to contact you for whatever assistance I require in developing my ISO 9000 program.

Very truly yours,



Peter R. Brushaber