

RC CONCEPTS INDUSTRIES, INC.

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September 18, 2008

Mr. Brian Krichbaum
Process Coaching Incorporated
1113 Glendale Avenue
Adrian, MI 49221

Dear Brian,

The purpose of this letter is to express my sincere gratitude for the work you have done for our organization. Your direction and leadership in the reorganization of the assembly department and the development and implementation of a pull based scheduling system has had remarkable results.

Our assembly operation is now able to produce more finished product, with less labor and fewer defects in an organized department we are proud to show to our customers. We are sure that we can not only sustain through 5S, but continue to improve our results.

The pull based scheduling system has systemized a vital portion of our production operation that formerly depended on tribal knowledge and brute force. Today we can proudly say that we have delivered the past month's orders at 100% on-time delivery, a dramatic improvement over past results. Our delivery record combined with the steady improvements in quality has allowed us to sell our value added products by stating that RC's on-time delivery and quality are guaranteed.

Again, I would like to thank you for your diligence, leadership and effort. We consider you part of our team and would not hesitate to recommend you to your future clients.

All the best,



Chris M. Curtis
President
RC Industries, Inc.