



Space Systems Company  
P.O. Box 3504  
Sunnyvale, CA 94088-3504

April 19, 2004

Greg Gerrie  
200 – 1207 Pacific Blvd.  
Vancouver, BC Canada V6Z2R6

Dear Greg:

Thank you for the one-day Customers for Life workshop held at Lockheed Martin Space Systems Company in Sunnyvale on April 1st. Both Jeff and I received many positive comments about the workshop and we believe it will have a lasting effect across our work areas. The material was excellent, helping people to see that building customer relationships and a better life experience is more about an internal change as to how we think about things versus an external 'to do list' that never lasts. People particularly enjoyed the humor and style that you used to present the material, and how many of the principles taught can be used in both the personal as well as professional parts of their lives. We were also impressed with your ability to keep a diverse cross-section of people, from hourly janitorial personnel to senior engineers and managers, fully engaged.

Thanks again for a great day, and we both look forward to collaborate again in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Marty Smith", written over a light grey rectangular background.

Marty Smith

A handwritten signature in black ink, appearing to read "Jeff Gaut", written over a light grey rectangular background.

Jeff Gaut