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March 8, 2004

Bahman Pouranpir, E.D., CQE, CSSBB
Q & IE Consulting
321 Rathbourne
Irvine, CA 92620

Dear Bahman,

I want to take this opportunity and thank you for your valuable assistance in my Design of Experiment (DOE) project.

About four years ago, I get to know you and your proficiency to use the statistical methodology DOE in another project. Your ability to explain and implement DOE and other statistical methodologies reassured me that I will have imperative resource to inquire when ever I need any help in future.

Your input and guidelines in my recent project were the most valuable assistance that I received in setting up and interpret an effective DOE. The project resulted in significant finding in our injection molding process parameters setting.

Thank you for service and a privilege to have you as my statistician resource. I look forward to have your service in future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ajay Kumar', written over a horizontal line.

Ajay Kumar
Director, New Product Development
Zimmer Dental Division