



Since August of 2000, we have relied heavily on the expertise of Ray Anderson and the Staff of American Business Concept to help us transition into a more effective organization. They enabled us to get more than \$88,000 of our Unemployment Insurance money back from the Employment Training Panel to develop the skills of everyone in the organization, including me.

Here are key results that came from that effort:

- Grew from 19 million to 42 million and with only 20% increase in labor
- Improved production in vinyl from 300-1200 units/day, an increase of 300% in productivity with only 25% increase in labor.
- Processed all the orders for 200% business increase with the same office staff.
- After being 10 days behind schedule in 2000 with 19 million were able to keep on schedule with 42 million in 2003.
- Received 2002 Prospector Award from the California Awards for Performance Excellence based on Malcolm Baldrige based business plan we developed in 2001.

I have asked Ray Anderson to contact you directly. He will be calling you in the coming week. There is no obligation, but I believe you owe it to yourself and your organization to invest an hour of your time in what American Business Concepts can offer your firm.

If you have any questions or would like to know more about our experience with them, please call me directly at 909-391-6491.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ellen Hegwer", written in a cursive style.

Ellen Hegwer
CEO