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Valerie Cade Lee
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Dear Valerie

The Total Quality Service Leadership seminar, that Jeff Mowatt did for us was just excellent.

Jeff must have spent a lot of time studying the information, on SGI. His understanding of our Corporation and Salvage in particular was a pleasant surprise.

Most of the participants, have attended many other training session, some of them have conducted session themselves, and as such, they know a good speaker when they hear one. The feedback I received was that Jeff was one of the best.

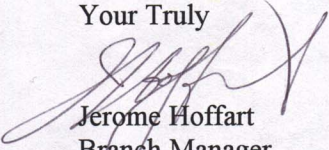
Jeff was able to keep the sessions lively and interesting, and was able to get the points across at the same time.

Jeff's review at the start of each session, was an excellent way to encourage everyone to actually put the training into practice.

I guess what I'm trying to say, is that Jeff not only teaches Total Quality, he practices it himself.

I strong recommend him to anyone who truly wants to get their organization practicing Total Quality.

Your Truly



Jerome Hoffart
Branch Manager
SGI Salvage Saskatoon