

4<sup>th</sup> February 2008

To whom it may concern,

Ref: Peter Thornton-Smith, The BPAS Group

We took Peter on as an Ibd Business Advisor for several days over a period of six months in 2007 to resolve a serious situation relating to our Quality Management System (QMS).

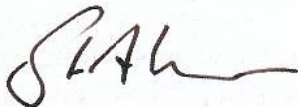
Our requirements were to:

- Resurrect the system after a significant lapse
- Downsize the system so as to remove TS16949
- Maintain our ISO registration at our forthcoming annual audit
- Include practical training for our new quality representative

Peter offered us a methodical yet flexible solution to the project and delivered it in an enthusiastic and professional manner that was commensurate with his years of experience in the quality field. His awareness of the needs of an SME together with his 'hands on' knowledge of computer systems were over and above what we expected.

We achieved our goal in January 2008 when the audit was completed with just a few observations being recorded. The auditor told us that the work Peter had delivered was 'excellent'. Our Quality Representative also now feels confident that he can continue and develop the system in line with what he learnt in the process.

We would therefore recommend Peter's work ethic and integrity to potential clients and would not hesitate to call on his services ourselves in the future.



Stephen A Hoggar  
Managing Director