

UNITED STATES POSTAL SERVICE

ST. LOUIS DIVISION
EQUAL EMPLOYMENT OPPORTUNITY OFFICE

St. Louis, Missouri 63155-9411

DATE: June 5, 1992

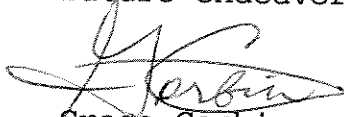
OUR REF: CED12:GCorbin:ejp:3660

TO: Frederick R. Firestone
President, Sempact
317 No. Eleventh St.- 3rd Floor
St. Louis, MO 63101

Thank you for presenting four "The Total Quality Process" workshops to postal employees throughout the St. Louis Division. The Division General Manager/Postmaster, Directors and other employees commented that all employees should attend your workshop. The contents reinforced that "quality" equates to survival of the organization and employees exited your sessions with renewed ideas to ensure that customers received more than expected.

Because of your enthusiastic presentation and impressive feedback from employees, we have inserted your name for future workshops. I will certainly recommend you to other organizations.

Congratulations on your achievements thus far and good luck in future endeavors.



Grace Corbin
Manager, EEO Complaints Processing