



**United States
Postal Service**

October 15, 1992

MR FRED FIRESTONE
SEMPACT INCORPORATED
314 NORTH ELEVENTH ST
ST LOUIS MO 63101

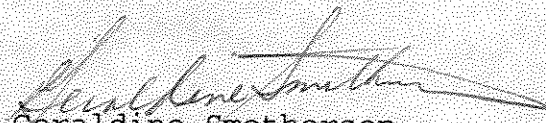
Dear Mr. Firestone:

This is in acknowledgement of your presentation of the seminar "You Make the Difference".

This seminar exemplifies keen insight on building a unique since of quality within an organization. The structure shown in surpassing customer, as well as employee expectations, was of great interest.

I found you to be an enthusiastic and energetic presenter and your unique approach to stimulate classroom participation is commendable. Your demeanor is strictly professional and your structured presentation will prove to be an asset to any organization seeking enlightenment in the area of quality management.

Sincerely,


Geraldine Smotherson
Manager, Training

GJS:bjt