



# DELTA TEMAX Inc.

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4 July 1997

Jim Slavin, Associate  
The Delft Group Inc.  
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Dear Jim:

Joe and I would like to thank you for taking us through the *Milestones* Strategic Goal-Setting process over the past few months.

The *Milestones* program was all that you promised it to be and your facilitation was extremely good. You should be commended on your sincere commitment to your clients, demonstrated in our case by your constant willingness to work around our schedules and your genuine caring about our personal well being.

One month after completing the *Milestones* process, we are still about three months away from full implementation. The beauty of the program is that we know exactly where we need and want to go, and are using our time and energy to work within a structure that we are tailoring precisely to our company. During the current expansion stage, having the *Milestones* strategic plan in place will be an added support to getting the financial terms we need. Another benefit (which I specifically desired) is that Joe and I are working better as a team than ever.

Thanks again, Jim, for your support and follow-through. We look forward to our remaining three follow-up sessions.

Sincerely,

Kirk A. Dobbs  
President