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Dr. Mikel J. Harry
Chief Executive Officer
Six Sigma Academy
8900 E. Pinnacle Peak Road / Suite 205
Scottsdale, AZ 85255

Dear Mikel:

I'm following up on our phone conversation regarding your June 26th letter. Everyone involved at ASQ is enthusiastically in support of the direction we're headed and I'm hopeful our conference call later this week will launch the "cattle drive".

The six Golden Rules are all fine with us. We agree that a mission statement on top of the Golden Rules would be a good addition. The mission would be something we could go back to, if the need ever arises, to remind us why we got together in the first place. There was a phrase you used in your June 17th letter that I coined in the June 23rd letter that is a starting point:

"To help organizations improve the quality of products and services while concurrently reducing operating cost; thereby, improving their competitive position in the marketplace."

There was one other idea from our last phone call that I thought I'd commit to writing as a way of giving us something to work with. We talked about having short "initial strategy" sessions when new customer prospects were identified at ASQ. I can see many benefits of developing this partnering behavior. It would certainly reinforce the partnering aspect of our alliance. Through this initial strategy, we could agree on the approach we would follow in pursuing a new customer. Namely, important customer strategies might involve SSA in more prominent roles; hence, less important customers could be used to train ASQ. There is no doubt that SSA has better closing capability and I think we should use that ability until we learn more. I can work with Bob to develop this process but wanted to make sure we talked about it one more time before we headed in that direction.

There are a few other details of the old deal we'll need to nail down in the next few weeks but are much less important than the direction we're headed. We need to dispose of the old agreement. We need to document somewhere the agreement we reached on the last call that SSA doesn't expect any more payments from ASQ on open enrollments activities under the old agreement and ASQ agrees to put the American Express dispute behind us. You and I also agreed on how we would handle the Lithonia Lighting /NIS situation and we should commit that to paper, too.

I was very pleased to get the message that you and Richard had discussed all this and that "we are ready to go". You have a great vision and I have confidence that ASQ can be a meaningful partner in bringing your vision closer to reality. I'm looking forward to the successes to come and know your leadership has already made a big difference. Thank you for keeping this alive.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul E. Borawski", written over a horizontal line.