

Johnson Controls Lakeshore
477 Jutras Dr S
Tecumseh ON N8N 5C4

To Whom It May Concern:

Please accept this as a letter of recommendation and a testimonial to the services that we received from Avid Quality Group Inc. We were very satisfied with the fixture re-certifications that we received and realized a number of benefits by tapping into Avid's portable measurement services.

Professional service, delivered in a friendly manner. Avid strikes a nice balance between professional on site service, while at the same time delivering it in a friendly, easy-to-understand manner. They took time to answer our questions, ensuring that we fully understood the process that was utilized to certify our fixtures. How refreshing!

Maintain control. Avid's portable service enabled us to keep our fixture in house. The benefit was two-fold. Maintaining control of our fixture meant no interruption in its use; therefore we maintained constant control over our production. In addition, this saved us from having to get written permission from Chrysler to allow the fixture to be off site, as was our custom in the past.

Guaranteed repair service. When we did find issues that required repair, Avid took care of everything. This resulted in fewer headaches and less paperwork for us!

No shipping or handling costs. Again, by tapping into Avid's high precision portable service, we realized direct savings on our bottom line. With one fixture alone we saved \$ 2200.00, (\$600.00 forklift fee), \$1600.00 more for calibration). We were able to get lab-like accuracies right on our shop floor at a fraction of the cost.

Value-added service. Going forward we enjoy the added benefit of being on Avid's 'Preferred Customer List'. This means that we will be contacted 1 month in advance of each of our certifications to ensure seamless scheduling and no interruption of our production. Again, fewer headaches and less paperwork for us. In essence, Avid has become an extension of our Quality Department. Cost? \$ 0.

Sincerely,

Johnson Controls Lakeshore
Quality Co-Coordinator
Jacquie Dean

