



Centrilift

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Greg Taylor  
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Greg,

I just wanted to issue a formal thanks to you and all of the folks that represent Hartwig and Okuma that had a part in making our test cut a successful one. Centrilift recognizes the necessity to upgrade and improve our ESP machining processes, and how essential it is to push forward at every opportunity to improve our position in the world market. We cannot get there alone. It takes a collaborative and sincere effort between customer and supplier to overcome the obstacles associated with implementing new technology and original ideas. The outcome of the events that took place this week represented this partnership in grand fashion.

Centrilift recognizes the hard work that Howard Wiggins, Glenne Wimpee, Yourself and countless others within your organization whom we don't even know have put into this project. Without everyone's contributions, tenacity and commitment, the results would have been quite different. It was evident that Howard spent many hours in preparation for this event, and demonstrated his ability to overcome the diversities he faced in making "adjustments" that needed to be made prior to our arrival. Thank you Howard, for your expertise, talent and resolve in allowing us to meet our objectives.

Thank you Glenne for all the phone calls and coordination efforts that had to be done in order for us to see what we needed to see at York Tech. Certainly, this type of activity is no easy task given all the elements that must come together at the right time. All the planning in the world does not guaranty success. The actions taken to manage and resolve these "miss-fires" when they occur are just as worthy of appreciation and recognition. When there was a need to audible, the call was made appropriately and good communication followed to make sure we were on track to succeed.

Thank you Greg for your leadership, active involvement and successful efforts in acquiring support from your customers and partners in the industry. We still have a lot of work ahead in driving this project to completion and it is crucial that we continue on the path we are on. The performance of your team brings great confidence that this will be achieved.

Please share this letter of gratitude with all of your team members!

**JOB WELL DONE!**

Gary V. Friddle

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