

Mr. Michael Lyman

Fremont, CA. 94555

Dear Mike,

This letter is to thank you for your help in creating a solution to our needs for a system to collect, track, and report instrument quality control data for several thousand customers. I am writing to you because it has come to my attention that you have moved on to other activities, which I regard as a loss to the project team. It is understandable to me that this would occur, since your involvement came about as a result of your role in business development, but I'd like to tell how much I valued your participation.

The system requires both electronic and paper inputs, with variable outputs that can be composed through the use of SAS products. The catch is that all of the options discussed prior to your proposal were expensive and cumbersome. You proposed an efficient and flexible solution that uses outsourced image processing. This avoids expensive manual processing that this product offering cannot afford.

During the project's initial discussion stage, the group began to surface needs and characteristics that were somewhat different than those expected by various stakeholders in each of the companies involved. I was surprised and pleased to find that you have a strong grasp of project management and technical topics. During the initial discussions, I was impressed with your quick grasp of issues and potential solutions, plus clear familiarity with project management practices. You are a pleasant person to work with and a good communicator. I was disappointed to find out that, as a sales person, you were not assigned to a more central coordinating role.

I hope that you will keep in touch.

Best regards,

Brad L. Gilbertson  
Design Control Manager, New Products Development  
Abbott Diagnostics Division Hematology Business Unit