



United Telephone System—Eastern Group
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The United Telephone Company of Pennsylvania
United Telephone Company of New Jersey, Inc.

Dennis D. Lombardi
Assistant Vice President-Service

November 26, 1990

Michael Tatham
Tatham Corporation
2200 Lakeshore Blvd. West, Suite 202
Toronto, Ontario M8V 1A4

Mike:

As a follow-up to our conversation on October 23, 1990, I thought I would drop you a line to tell you what CPI has done for our company.

When I first discovered your CPI process, I immediately went to work in the Eastern Group on selling the philosophy of a quality process. At that time, I also did some fairly extensive research on other processes that were available. Even after you conducted our first Boot Camp, we still had some skeptics. Your confidence and the obvious value of a process such as CPI, however, convinced us to forge ahead. We selected CPI because of its hands on approach, the fact that we would own the process and for the reasonable price.

As we started running our own Boot Camps and our first problem solving teams were under way, we realized our facilitators needed additional team facilitator skills. Developing these skills took some effort and time as assistance was not available from your organization at that time. As we progressed, I had numerous conversations concerning quality processes and training with our parent company in Kansas City, as well as with our sister operating companies who provided support in rounding out the process for us.

The concept of Continuous Process Improvement appealed to most companies and concurrent with our efforts, the parent corporation started to pursue the concept. They have decided to use the Qualtec process; we refer to it as "Sprint Quality." We have been directed by the parent corporation to incorporate Sprint Quality in the Eastern Group, and as I discussed with you, we are well involved in the process of doing so.

Consequently, our resources will continue to be directed towards implementing Sprint Quality in the Eastern Group and we will no longer need our current stock of CPI Boot Camp materials. Will you please inform me of your policy for returning equipment and printed materials so we can pursue that end?

While I am sure you would have preferred that we would have selected CPI Boot Camp, I hope you take some solace from the fact that you helped plant the quality seed within our company, and most certainly provided our company an advantage of being able to lead the charge when Sprint Quality was introduced.

I hope we will maintain our contact as we all pursue the vision of improving the quality of American goods and services.

Sincerely,

Denny Lm bardi