

Specialized Transportation
High-Technology Products

December 21, 1994

To Whom It May Concern:

It is with great enthusiasm that I endorse the services of A & S Presentations for Leadership and Quality Training. A & S is providing Hi-Tech Cargo, Inc. with management and associate training required for today's complex and changing environment. Training is being provided to all levels of our organization starting from the President/CEO through all levels of associates.

Through A & S, we have re-energized a previous Total Quality Training attempt and now see where our areas of opportunity were. We are able to capitalize on our strengths in order to succeed in this Quality initiative. Some of the highlights of A & S's services are:

- A Leadership Rally that resulted in a level-of-trust of and between our management staff that is unprecedented.
- Enhanced the planning process, both high level and operational.
- An infusion of confidence, regained morale, and team-cohesiveness.
- New Tools of Quality to include;
 - Gap Analysis
 - Developmental Action Plan
 - Problem Solving
 - Quality Improvement
 - Work Group Development
- Redesign and development of our information network and upgrading of our computers and software.

Building a total quality company is one of our main objectives and the services of A & S have been instrumental in our efforts to achieve this goal. Quality is now apparent not only to our associates, but more importantly, it reflects upon our external customers as well. Through our commitment to Quality and the services of A & S Presentations, Hi-Tech Cargo is moving toward becoming the benchmark organization of our industry.

If you have any questions, please feel free to contact me.

Sincerely,



Evelina de Vera
Chief Financial Officer

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