



OPERATIONAL TECHNOLOGIES
CORPORATION

March 7, 2002

M2 Global Solutions
Attn: Doug Carlberg
PO Box 690290
San Antonio, TX 78269

OpTech successfully passed its ISO 9001 registration audit last week. A large measure of that success is the support provided by M2 Global Solutions, specifically Archie Wohlfahrt and Wayne Richie. Your major contributions included conducting our internal auditor training, observing and commenting on our internal audits, and conducting a registration audit dry run. In every case, your suggestions improved our quality system. Whatever we asked, you and your people were ready to help.

Also, we were pleased with your recommendation of NSAI as our registrar; their people are truly professionals.

Sincerely yours,

A handwritten signature in black ink, reading "Robert Tokerud". The signature is fluid and cursive, with the first name "Robert" and last name "Tokerud" clearly legible.

Robert Tokerud
President/CEO