

April 24, 2001

Mr. Douglas Carlberg
Chairman of the Board
M2 Global Technology, Ltd.
P.O. Box 690290
San Antonio, TX 78269-0290

Dear Doug,

Thank you very much for the time and energy you provided for our recent Team Behavior project. Your insights proved to be quite consistent across the many people and sources we referenced. We especially thank you for accommodating our tight schedule!

We summarized our findings in a briefing to our leadership team this past Thursday, April 12, 2001. Our recommendations included the finding that teaming starts with *all* of us, that we need to train people in good team behaviors and that our program/project start-ups must include team based activities to ensure success. Some of these start-ups would include chartering, team building, clear goals/objectives, involvement in the planning process, a diversity/skills assessment, periodic team assessments, measurement & feedback as well as positive reinforcement of good team behaviors (and results!). Last but certainly not least is the need for trust to flourish in support of good team behaviors.

We are grateful for your help with our journey. Our baseline team had a wonderful teaming experience, modeling many typical (good and bad!) team behaviors. If we can return the favor of sharing our practices with you, please let us know.

Sincerely,

*Anna Doyle, Karen Schroeder, Tony Caromile
Jeff Yancho & Skip Burns*

N&MIS Team Behavior Baseline Team
Raytheon Six Sigma Experts