

Electronic
Manufacturing
Services

Supply Chain
Management

Program
Management

Managing Your Products



from Ideation to Realization

February 5, 2008

Wendy Patton

Executive Assistant for Economic Development and Jobs Strike Force
State of Ohio, Governor's Office
77 South High Street 30th Floor
Columbus, OH 43215

Dear Wendy,

Re: SOAR Event

We have been extremely pleased with the results in our company after participating in the SOAR to Strategic Excellence process and utilizing the services of The Parkland Group.

SOAR is a process that helped us achieve significant improvements in many areas of our company. As a result of our participation in the SOAR event our monthly shipments have increased more than 25% per month during the past six months. After identifying areas of opportunity in our manufacturing operations, we were able to improve our manufacturing efficiencies. Based on these improvements we were able to implement an employee wide gain-sharing bonus program. Since implementing this program we have successfully paid out 6 of the past 11 weeks.

The recommendations from the SOAR event identified opportunities for us to create Performance Indicators that help drive our company to a better standard of performance in key areas. We use these measurements to monitor our progress that continues to improve.

We have implemented an employee training program, after identifying a need to make sure our employees are well equipped to meet the challenges of our growing business. Since implementing increased training, we have seen a tremendous improvement in through-put and overall quality.

After going through the SOAR process, we have added an additional 12 employees (out of 145) in order to keep up with new opportunities.

I highly recommend The Parkland Group and a SOAR event to any Company that wishes to improve their bottom line performance!

Sincerely,

Rod Howell
President



Libra Industries, Inc. • 7770 Division Drive • Mentor, Ohio 44060 USA
ph 440.974.7770 • fax 440.974.7779 • www.libraind.com