

March 1, 2017

LMI Canada
205 Matheson Blvd. East
Unit 15
Mississauga, Ontario
L4Z 3E3

Attention: Erin Curtis

Dear Erin:

I would sincerely like to thank you for your time, support and encouragement over the past months while I successfully completed the Effective Personal Productivity program.

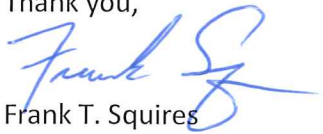
LMI's process has helped me to understand how important it is to set goals, build a strong team environment and to learn how to delegate effectively and efficiently. I have many accomplishments that I am proud of:

- Business goal: Improve the Delivery/Customer Service performance of my team. I focused on the root cause and corrective action(s) when promised delivery dates were not met. By engaging and working closely with the Engineering, Scheduling, and Project Management departments on the causes/actions, we **increased our on-time delivery performance average from 72% to just over 95%**.
- Personal goal: Increased Physical Activity. By finding activities that I could involve my daughter in, I found that we motivated each other, get to spend quality time together and, most importantly, have fun doing it. She now looks forward to this time ensuring, more often than not, that I meet my goals.

Through the Profile Evaluation I learned that I am cooperative by nature. Couple that with my impatience, I found I was taking on tasks that others should have been completing. I am also very trusting and have learned to not take comments/answers at face value, but to ask more open-ended questions.

Through learning the goal setting process, I have undertaken a serious look at my life and where I want to be both professionally and personally. With some help, I have begun to define the steps required to make my dreams a reality. In retrospect, I think this course has been a wake-up call that I personally sorely needed. If anything, I wish I had given these topics the same consideration 10 or more years ago.

Thank you,



Frank T. Squires
Production Supervisor