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MANITOBA
QUALITY
NETWORK

December 8, 1999

Jim Clemmer
The Clemmer Group
10 Pioneer Drive, Suite 105
Kitchener, Ontario
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Dear Jim:

Thank you again for your participation as the opening keynote speaker at the Quality Focus '98 conference in Winnipeg on October 21, 1998.

Your combination of humorous anecdotes, along with a clear and challenging message was certainly a highlight of the conference and provided an excellent kickoff to the day's events.

We have enjoyed your participation in the Manitoba Quality Network's events over the years and look forward to working with you in the future.

Sincerely,

Patricia Wainikka
Executive Director

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