



Service Quality Division

September 28, 2006

Dear Marsha:

On behalf of the ASQ Service Quality Division, I want to thank you for being our keynote speaker at the 15th Annual Service Quality Conference on Tuesday, September 19th. Your incredible energy, wit, and wisdom got our day off to the perfect start. Our attendees walked away with practical know-how as well as a smile. That's a tough combination to achieve at 8 a.m.!

Your message is one that works for every industry, every environment, and every generation. My committee members have thanked me several times for inviting you to speak at our conference, and I take that as a huge compliment – for both of us!

I look forward to working with you again in the future.

Sincerely,

Jen Piccotti
2006 SQD Conference Chair