

William Blanks
Acting Hub Leader
BASF Corporation

June 3, 2003

Mr. William Blanks,

I am writing you to recognize Tiger Control's and Western Process Computer's, exceptional effort in resolving a problem at the BASF. Last Sunday we identified that two Honeywell output cards had failed and were delaying the startup of our Polystyrene plant.

Honeywell was unable to provide either a cost effective or a timely solution; so it is quite impressive that Tiger Control's and Western Process Computer's were able to accomplish both in a tight time frame (called on Sunday morning and shipped that same afternoon for a guaranteed Monday 10:30am delivery). This achievement was outstanding, and I sincerely commend Tiger Control's Jack Scheele and Western Process Computer's Pat Wallace on the behalf of BASF Corporation. Their perseverance and attainment of the necessary components to resolve our situation in a timely and cost effective manner prove that both Tiger Controls and Western Process Computers understands the spirit of being a valued supplier.

Sincerely,

Bart J. Mariani
Associate Mechanical Staff Designer
BASF Corporation

Greg Kindred
Purchasing Agent
BASF Corporation

cc: Jack Scheele
Tiger Controls
611 Hickory Ridge Dr.
Greensboro, NC 27409

Pat Wallace
Western Process Controls
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