



## Digital Systems & Service Ltd.

22 Hay Close, Gt. Oakley, Northants NN18 8HX  
Tel: +44(0) 1536 460724 Fax: +44(0) 1536 461165

Fao Paul Plumridge  
Quserve  
35 Ensbury Close  
Willenhall  
WV12 4DN  
25th November 2005.

Dear Paul,

The directors of Digital Systems & Service wish it known that we are entirely satisfied with the pre-ISO 9000 audit consultancy that your company provided to us. We also look forward to working with you on subsequent inter-audit activities.

As you strove to bring us through the various complexities and nuances that resulted in our company acquiring ISO9000 accreditation we found your skilful mix of informal approach and disciplined methodology as refreshing as it was professional. We therefore have no hesitation in recommending your company's services. Furthermore, we would be pleased to field any questions from any prospective clients you might wish to refer.

Yours Sincerely

*Doug Mackay*

Doug Mackay  
Director.