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To Whom It May Concern:

I am writing to recap the excellent work that Nelson Wax did with our organization during the Fall and Winter of 1999.

Bombardier Regional Aircraft Services provides Heavy & Line Maintenance Services to operators of our aircraft, particularly focusing on the Regional Jet market. As part of a comprehensive services offering, a particular customer required that we develop complete operating processes and procedures for their Materials organization.

Nelson led and facilitated our Bombardier team. Nelson showed an excellent grasp of the business objectives and the necessary deliverables. He quickly organized the structure for the deliverables and provided the key project management leadership necessary to achieve the objectives. Nelson showed an exceptional ability to guide the team through the process mapping and development phase. He constantly demonstrated his facilitation and leadership skills as he guided the team.

My experience with Nelson showed him to be an excellent leader with a keen insight into process improvement that relates directly to the business objectives. Furthermore, Nelson is a man of the highest integrity and character. He is a person who can make a difference in any organization.

Should you wish to speak with me directly, please do so at one of the above telephone numbers.

John Williams
Director, Business Development
Bombardier Regional Aircraft Services