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J. Frolet  
1676 Durrett Way  
Dunwoody, GA 30338

To whom it may concern:

As a VP of operations for IMR I have had the pleasure of working with Nelson Wax during three analysis which were all successful. Nelson demonstrated exceptional client handling skills at all levels of the client organization.. He was one of the first IMR consultants to thoroughly utilize the clients' people with great success during an important presentation. Furthermore it can be said that Nelson has a strong knowledge of process and system analysis and has a credible presentation style.

While on projects, Nelson was instrumental in transferring a higher level of consulting know-how to IMR through his ability to get the client involved in the process.

In conclusion and based on what I have seen, I believe that Nelson has the key attributes to be an excellent change management consultant.

Jean Frolet

A handwritten signature in black ink, appearing to read 'J. Frolet', with a horizontal line underneath.