

October 25, 2011

Thomas W. Baine, V
Program Manager
Aerospace Resource Center
Florida State College at Jacksonville
13450 Lake Fretwell Street
Jacksonville, FL 32221

Dear Mr. Baine,

I would like to take the time to thank you and your organization, the Aerospace Resource Center at Florida State College at Jacksonville, for the quality training you customize and delivered for our entry level aircraft assemblers over the last few years. The training facilities and the instructors at your Cecil Center South Campus are excellent.

Since we began our training partnership several years ago, we have noticed a considerable improvement in the quality of work from our aircraft assemblers and an overall decline in costly mistakes on the line. Your organization has also made the transition from training onto the production line easier and more efficient. The assessment by your instructors on the trainees' ability to do the job has noticeably helped us improve our screening processes for new hires, resulting in fewer employee turnovers. Naturally, each of these enhancements has resulted in cost reductions and satisfied customers.

Thank you again for being a valued partner to our organization. We will continue to utilize the Aerospace Resource Center at Florida State College at Jacksonville for our future aerospace training needs.

Sincerely,

Maria Lang
Senior Manager, Human Resources
KAMAN Aerospace, Jacksonville