

Dear Bob,

I am pleased to take a few minutes to sum-up your successful mission for Zodiac Seats France.

Located in France, ZSFR has several suppliers in USA the control of which is not that easy from France.

In September 2017, facing some critical issues of delivery and quality with some US based suppliers, ZSFR has decided to locate by some of these suppliers a permanent resident to represent and fight for the ZSFR interests.

While we were looking for such representatives, your name has been recommended by Cathay Pacific, one of our key customers. Then I have contacted you on 2017, September 20th.

Within a few days, we signed the cooperation which finally ended on 2018, May 25th, 8 months later.

Of course, the great improvement of this supplier has been a team work between the supplier, ZSFR and yourself but , for sure, you have been a key stone to drastically reduce the parts shortages and the Non-Conformances backlog.

The situation of this supplier is now stabilized at a "standard" level.

Bob, thanks again for your key contribution.

Enjoy your next missions.

Salutations, Regards
ZODIAC SEATS FRANCE
SEATS

Christophe LIMOUZIN
VP Quality



Z.I. Limoise, rue Robert Maréchal Sénior - 36100 - ISSOUDUN - FRANCE
Tel: +33254034636 - Cell: +33631208026 - Fax: +33254033900
christophe.limouzin@zodiacaerospace.com
<http://www.zodiacaerospace.com>