



October 31, 2018

TO WHOM IT MAY CONCERN

ARC Manufacturing Limited Testimonial

It is not very often that we find ourselves in a position to write a letter such as this one, where we had such a favorable experience in a very time-sensitive multi-million-dollar dependent deadline.

In late 2016, we challenged FB Food Safety and Quality Management to evaluate, develop and implement the ISO 9001, 2015 standard at ARC Manufacturing Limited in a few short months. This was an incredibly fast-track schedule, given the multiple dimensions, scope and scale of our international trading business. FB Food Safety and Quality Management Systems versatility and experience with complex organizations enabled them to meet this aggressive schedule while achieving the ISO 9001, 2015 standards.

Led by Fay Bailey Gregory, the FB Food Safety and Quality Management Systems team's attention to detail and management of all components of the process and work site personnel was outstanding. Their Project Managers communicated well with our team and were responsive to our questions and concerns through the many audits along the way.

FB's team is reliable. Instead of dealing with new faces at every stage, we work with the same people who understand our business and how we do things. This stability, across both project management and implementation, saved us considerable time and effort, as we work through all steps as one team. It's a great combination - a partner who is easy to work with, but also focused on quality and value.

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FB Food Safety and Quality Management is careful in their planning, management and organization of their consultation process. And while the process is structured, they are also flexible and responsive to project change. We have also found FB's people to be highly focused on value. They produce the right amount of deliverables, without adding action items that aren't needed. They are cognizant of the budgets and pride.

We truly appreciate all that Fay Bailey Gregory and her team has done for ARC Manufacturing Limited. Thank you for your invaluable leadership in guaranteeing our success in the ISO 9001: 2015 certification.

We wish you tremendous success as you champion the cause in improving the standards of quality management, globally.



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Charlotte Hayles
Deputy Managing Director
ARC Manufacturing Limited