



December 1, 2000
Ref. No. 68000-00-048

Mr. Tracy O. Skousen
Executive Vice President
Partners In Leadership, LLC
27555 Ynez Road, Suite 201
Temecula, California 92591

Dear Mr. Skousen:

Subject: Letter of Recommendation

Over the last three years our division has conducted a quarterly employee survey with 11 brief questions. We use the responses from this survey to raise the level of excellence in our organization. It was clear from our survey that we needed tools surrounding accountability and some mindset changing in our culture. Having recently read The Oz Principle, it was apparent that your training could provide the backdrop for a dramatic change in our culture through communication tools and tools to change the organizational mindset through experiential changes.

We have taken the first step in this training, having trained the top 30 of our management team. I am pleased with the potential of what we learned and have decided to train our entire organization next year.

Already we are using three major concepts – feedback, “solve it”, and the results pyramid. The language of accountability is emerging in our vocabulary. The feedback sessions are developing an environment of trust stronger than we had before.

Although I believe it will be a year until we have everyone trained and concepts completely embedded in our culture, I fully expect that the benefits we have already received will be visible daily. Thank you again, Tracy, for your assistance in bringing this change to our organization. I recommend the training and the Oz concept to anyone looking for substantial accountability to performance throughout their entire organization.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Mark".

Mark A. Peabody
Vice President & General Manager
Electronic Systems

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