

Tuesday, December 5, 2000

Leon Gurevich
Rapid Development Services
18421 Edison Avenue
Chesterfield, MO 63005

Dear Leon,

I wanted to let you know how your organization has helped Monsanto Dairy Group stay on schedule with the construction and start-up of our new veterinary pharmaceutical facility in Augusta, Georgia. As you know, the custom handling system purchased by the construction firm was found unacceptable after a full year of design and fabrication effort. This put us in a very difficult position. We had to either accept a poor quality piece of equipment - and modify it to meet our requirements, or accept a lengthy schedule delay. Thanks to the enthusiastic and creative efforts of your team, we were able to design a new handling system from scratch in just a few weeks. What is more, you designed the new system in modular sections that could be brought into the facility through standard door openings. This allowed us to continue facility construction with no delay.

Second, I have to complement the very creative way your team was able to overcome several challenging design obstacles. Many custom equipment suppliers settle for the first solution - in order to keep the project moving. And once settled on one approach, it is difficult to convince them to look for better alternatives. I am pleased to report I did not find this in working with Rapid Development Services. Your design team was always open to consider alternate solutions; and, they often "trumped" my proposals with better ones.

Finally, I want to acknowledge the extra effort by your installation technicians. The people who came to our new facility to install the equipment were exceptional. Not only did they work well with many newly hired Monsanto technicians; but, without complaining, they overcame a variety of plant start-up snags. And, when we asked them to help out with work that was not technically part of their scope here, they willingly assisted us.

Overall I was very impressed with your organization. Again, I want to thank you for meeting your commitment and exceeding our expectations. I look forward to working with again when the opportunity comes.

Best Regards,

Chris R. Redford, P.E.
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