

Geneva, 18 November 2003

Dear Sasha

In the 10 years that we have been working with you, you have earned our respect and confidence, and we should like herein to express the appreciation of the Standards Production unit for the services you have rendered us.

You have demonstrated an excellent understanding of "production" and its related needs, and have provided the best support that we have ever received. You have always been rapid and efficient in your problem solving, and never failed to keep us (the users) informed of progress. Furthermore, you have always been proactive in your support, warning us of interventions that could have an effect on our business activities.

Rather than trying to fit our needs to your solutions (as is unfortunately too often the case in IT development), you have sought and acquired extensive knowledge of our business activities, and validated your understanding by asking questions to ensure that you understood why we requested a particular feature, function, etc. Invariably we ended up with a solution better than we had hoped for.

Your extensive knowledge and mastery of IT tools, covering all aspects of the production activities, has provided us with a level of service and development rarely seen. In responding to a short-term need, you have always kept your eye on the long term, integrating present and future developments as well as the need/problem in the overall strategy and needs of the standards production. Finally, you have always communicated to us those elements that the user could learn and henceforth control himself.

You have an equally good reputation with all members of STAND PROD who know you, both on a daily basis in terms of production support and on a project level in terms of development. You are recognized as an efficient and agreeable IT Coordinator, who is always ready to listen. Furthermore you have a respectful and appropriate approach towards the users, within the framework of their job responsibilities and competencies. Those people in STAND PROD who worked with you are very sad to see you leave.

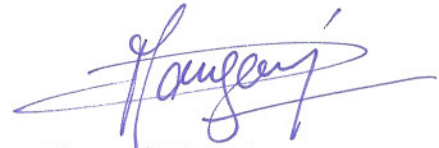
In conclusion, we have always received complete satisfaction from you and it is with great regret that we say goodbye. We wish you success in your future endeavours.



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