



Dear Candido:

I would like to share a couple of thoughts with you about the results of our participation in the Foresight Management Development Program. We enrolled the senior and middle managers in the program, as well as people we wanted to groom for future potential management positions. The general consensus is that the program has been transformative in many different areas.

The new ideas, skills and concepts introduced, as well as the implementation follow ups through video conferencing has been instrumental in changing attitudes, improving communications, unifying of our team and has produced better, more creative and confident decision makers. Several potential managers have since been promoted and I credit your program for their advancement and success. **The accountability of the participants to show Return on Value (ROV) resulted in tangible changes and improvements in our company. Participants have reported an estimated Return on Value (ROV), based on the participant's implementation of ideas and concepts, of over \$500,000 for this year alone. We are extremely pleased with the results, as the investment has paid off many times over.**

Despite your demanding schedule, we appreciate the ownership, commitment and personal interest you've shown Blood Assurance, it has gone way beyond our contractual obligation with Foresight. **The way the program is designed and the sessions conducted, offered us plenty of opportunities to share ideas, interact and engage, as well as transfer what we learned into the workplace, thus turning knowledge into work-habits.**

We feel fortunate to have found such a fine management program after many years of searching and look forward to partnering with you for our future training needs. I truly believe that other companies can benefit from Foresight programs and the committed and knowledgeable staff. Thank you for assisting Blood Assurance as we continue in our commitment to improvement and excellence.

Sincerely,

Laura Kay  
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