



## Letter of Recommendation

To whom it may concern:

I have worked with Avatar Management Services, Inc for the past three years, while at Laidlaw Education Services. I was first introduced to Mark Gardner and his team when we were seeking a supplier that could develop and implement software and process training to a diverse group of maintenance managers and technicians. Reliability Based Maintenance (RBM) was an extremely complicated project where we were establishing best practices and implementing a new maintenance management software system to thousands of managers and technicians in more than 700 maintenance locations. Unlike the “canned” approach many of the larger training companies proposed, Avatar took the time to understand our needs and interview our managers and technicians in the field to grasp the true nature of our organizational culture and the requirements needed to achieve a successful implementation.

The change management strategy Avatar developed was nothing short of amazing. Their approach was multifaceted, exciting, fun and most importantly effective! The strategy was developed using a NASCAR theme that caught and kept the attention of our target audience. I received hundreds of emails, phone calls and comments regarding the quality of the training and how our approach made the key concepts “stick”. One phase of the project required our managers and supervisors to actually perform pit-stops on real race cars. The training was exceptional and provided our team with a hands-on approach to LEAN, 5S and Theory of Constraints process improvement techniques. During the many phases of the change initiative Avatar continuously monitored help desk calls and used the feedback from the field to refine and continually improve the effectiveness of the process.

The enormity of our project required we had a partner that we could work well with and we trusted— you will find Avatar is made up of many exceptional people. Beyond the outstanding job Mark Gardner did, you will find his entire team a pleasure to work with and devoted to doing a great job!

I highly recommend Avatar Management Services, Inc. for any project where you want to improve operational efficiency, safety, quality, cost, and customer service. I recently accepted an opportunity at another company but please do not hesitate to contact me via email at [dmitacek@artmaintenance.com](mailto:dmitacek@artmaintenance.com), on my cell at 630-805-1663 or in the office at 870-532-0402 should you have additional questions.

Sincerely,

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