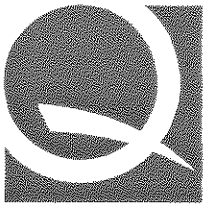


CERTIFICATE OF COMPLETION

Ruth Mcdunn

HAS PARTICIPATED IN AND COMPLETED

Measuring Process and Organizational Performance



ASQ

AMERICAN SOCIETY
FOR QUALITY™

GIVEN ON

August 19, 2008 and August 26, 2008

AND HAS BEEN AWARDED

1.30

CONTINUING EDUCATION UNITS (CEU)

Paul Borawski
Executive Director and
Chief Strategic Officer