



# TECHNICAL INFORMATION SERVICES



Professional Technical Writers, Documentation Specialists, ISO Consultants  
Training System Development Consultants

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June 7, 2001

To Whom It May Concern:

In August, 2000, I contracted with TELUS Enterprise Solutions (formerly ISM-BC) in Burnaby as a quality assurance consultant and documentation specialist.

During that time I have had the pleasure of working with Mr. Chris Boutin on many occasions and on different projects. These projects included:

- development of a safety manual
- improvement and development of system configuration documents
- improvement and development of system management documents
- general instruction in quality assurance program management
- quality function deployment methods for configuration management

Chris was team lead of Documentation, supporting co-op students and supervising the production of documentation for Midrange/Unix systems. He also became involved in quality assurance and quality function deployment methods.

I found Chris to be enthusiastic and eager to attack problems, define solutions and reach end goals. He has an excellent work ethic and is prompt, punctual and efficient. He has the ability to become involved in project work along with other team members and work effectively to achieve objectives.

Chris's handling of the quality assurance program documentation and records was efficient and effective. Many of his record-keeping and auditing innovations are still in use.

Sincerely,

Irv Boichuk, President  
Technical Information Services Inc.