



Dear Peter,

Weber Associates was instrumental in helping Time Warner Cable improve the process of calibration and certification of our Quality Program through the development of the Auto Calibration Tool.

The Weber team approached us with this concept and worked with developers to not only meet our initial need but expand it to support not only calibration but certification. Your team under the leadership of Matt Knott did an excellent job in working with TWC to scope the business requirements, develop the concept, and test and QA before launching into production. At TWC's request, the Weber team added additional functionality which enhanced the final product.

I found the Weber team to be extremely responsive, timely and realistic in setting expectations on the deliverables. The tool was developed as designed and any remediation was done in a timely manner. The proof was when the tool was used for our Certification efforts that included all supervisors and QA in four markets covering multiple sites. The participants raved about the ease of use of the tool and effectiveness of the reporting. Our time to complete the certification analysis was cut in half due to the back end reporting that was developed for the tool.

I appreciate the partnership with the Weber team to identify a business need and offer a viable solution that helps improve performance, productivity and process in completing a critical business analysis for TWC.

Best,

A handwritten signature in blue ink that reads "Joanne Wolf". The signature is fluid and cursive.

Joanne Wolf  
Director of Quality and Customer Perspective  
Time Warner Cable