



unrwa
الأونروا

22/6/2011

To Whom It May Concern

Dear Sir/Madam,

I would like to express our satisfaction with the effort your organization/training section has invested in **the successful delivery of training courses on ISO 9001**.

It was a positive training experience; we are very pleased with the results and feel that our engineers' expectations were met; the information pamphlets and the additional reference material you provided were both fascinating and timely.

Particularly, I would like to give Akram Rayess credit for his outstanding collaboration and timely follow ups in light of the tight limitations that were imposed. He did an excellent job in training our staff, showed professionalism and integrity with the research and delivery of the course.

In conclusion, I express my sincerest appreciation to all those who contributed towards this training activity, and hope that we meet again in the near future.

Respectfully Yours,

Lara Sahyoun

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