



November 13, 2014

To Whom It May Concern:

Abu-Ghazaleh & Co. Consulting Organization (TAGOrg) was a grantee of the USAID funded Responsive Governance Project (RGP) implemented by Counterpart International from June 25, 2014 to August 31, 2014 in Yemen.

Under the grant agreement TAGOrg was Counterpart's partner in our Institutional Strengthening Program with two objectives:

- Conduct a Training of Trainers for CSO Trainers in Organizational Management (12 participants for 10 days)
- Train 51 CSO in ISO 9001-2008 certification requirement and documentation systems (2 groups for 15 training days)

The quality of the trainers and training materials for both programs was excellent. Though RGP's demands on TAGOrg were many, the trainings went smoothly despite start-up delays and holidays. The trainees' evaluations were mostly positive. The Training of Trainers was especially well conducted, thoughtfully with attention to the specific needs of the trainees.

TAGOrg was very flexible and was able to quickly pivot and organize alternatives if either security or other issues demanded a change of venue or adjustments in scheduling.

TAGOrg presented RGP with exemplary financial reports and program documentation.

The TAGOrg team was courteous, patient and results oriented. We were particularly impressed with the interest of the TAGOrg team to follow up with trainees even after the end of the project. It has been a pleasure working together with them.

Sincerely,

Eleanor Valentine  
RGP Chief of Party