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To whom it may concern:

Emergent Systems is a design, engineering, and knowledge systems firm in metro Detroit. In 2006 we began to use the services of Gail Jurczyk of Gabriel, Inc. to help us with our documentation needs. To date, she has produced the following for us:

- **Program Financial Reporting (PFR)** system documentation. Emergent Systems developed this system for Ford Motor Company, North America. Gail created both on-line and hardcopy documentation for this effort. Her collaboration with system developers ensured that the documentation was available smoothly at the time of system launch.
- **Nonproduct Spending (NPS)** system documentation. Emergent Systems developed this system for Ford Motor Company, North America. Gail created the on-line documentation in HTML. She collaborated with our system developers to ensure that her files worked with their Javascript programming environment.
- **E2ks, Engineering Enterprise Knowledge System** integrated documentation. This is our proprietary solution for turning engineering knowledge into manageable assets. It enables the collection, formalization, refinement, distribution, and application of engineering know-how across the significant barriers to knowledge transfer. Gail used the system itself to add to its collection of self-documentation—including how to create (and modify) Knowledge Packets (K-PACs) in E2ks.

I found Gail Jurczyk to be ethical in her dealings with us.

- **Committed to deadlines.** Gail focused on her responsibilities in meeting our contractual obligation to our client. She made sure she delivered her piece of the project on time with no negative impact on the other parts of the project.
- **Work product.** She was thoughtful about the design she created and about documenting and backing up the work product she delivered.
- **Making good use of time.** When attending meetings with the client, she had discretion and looked for ways to be helpful, such as volunteering to keep records of the team's action items and to communicate them. In that way, she found ways to give us value for her billable time during team meetings. As she documented

systems, she took the initiative to group bug findings for the use and remediation of our lead developer.

- **Work-ready.** She brought her own hardware and purchased the software she used to create our work product and maintained her own licenses. She used current, industry-standard software that our client, Ford, required. For example, she delivered a hard copy version of the documentation (as promised by contract) in \*.PDF format. When Ford requested a version of this document in Word format, she was able to accommodate this request.
- **Good communications.** Gail made it her practice to send me a work report every Friday before close of business, summarizing her billable time and what she accomplished that week.

In summary, it was a good experience for me and for my company to use Gail Jurczyk's services to produce our documentation on time to meet our requirements. I would engage her services again when we need a technical editor.

Sincerely,



Jeff Moffa  
Vice President