



## PPG Automotive Refinish

PPG Industries  
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September 3, 2009

To Whom It May Concern,

I have had the pleasure of working with Joel Timmons and Profitable Glass Solutions (PGS) since the company's inception in 2007. Working with Joel has provided my company – PPG Industries – with an outstanding resource for providing an end-to-end consulting service for both ourselves and our development of educational material, and providing marketing and promotional expertise to our network of high-performing collision centers.

One of the best parts of working with Joel and PGS, is my ability to hand over a project and know that I will receive a professional timely product that requires little – if any – effort on my part to deliver to my stakeholders. I don't have to hold his hand. He doesn't bother me with endless questions – he just delivers what I need when I need it. He is a valuable partner to our *CertifiedFirst*® Continuing Education program.

Please feel free to contact me directly if you have any questions or would like further feedback on my interaction with Joel and Profitable Glass Solutions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cheryl A. Senko'.

Cheryl A. Senko, Manager  
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