

31<sup>st</sup> March, 2000**Subject: Robert C. Basford**

To Whom It May Concern:

Mr. Robert Basford has worked for us for the past two years. During that time his work has included the following:

**Information Technology and Systems**

- Initiated, designed, developed and maintained the Corporation's Intranet.
- Provided individual tutoring on Microsoft Office applications including advanced techniques.

**Project Documentation Management.**

- Developed an electronic documentation system for development of manuals.
- Developed a change control documentation system.
- Developed an electronic information system, which resulted in critical documents and drawings being instantly accessible – forerunner to the Intranet project.

**Quality Assurance Management**

- Managed the quality project resulting in the Corporation gaining European Union Marine approval across all product ranges.
- Project managed the development of processes to achieve ISO 9002 accreditation.

**Research and Development**

- Produced system and product Type Approval Documentation for authorities and classification societies such as Lloyds Register of Shipping and American Bureau of Shipping.
- Liaised with authorities and classification societies regarding changes to rules and regulations.

**Sales Support**

- Designed, developed and maintained the Corporation's Quotations Estimation System for all product ranges and systems.
- Produced multi-million FIM budgetary and final quotations for major international clients.
- Provided support to the Corporation's international agents and distributors.
- Conducted Sales Support training.

**Strategic Management**

- Made recommendations to senior management regarding best business practices for internal and external systems and processes.
- Recommended developments to Government and Defence Sales management.



Stefan Gordin  
Vice President Marine, Marioff Corporation Oy