



ATK Missile Products
Missile Subsystems & Components Division
Allegany Ballistics Laboratory
210 State Route 956
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7/3/12

Jonathon Kniss
Quest Metrology, LLC
19823 58th Place South
Kent, WA 98032

Dear Jonathon,

I am writing to say "thank you". Our company has owned a Johnson Thread-View thread-measurement machine for some time, but never received the full benefit from it as it frequently failed to operate to design specifications. Thanks to your company, this has changed.

In 2010, we were surprised when you contacted us and informed us you had bought Johnson Thread-View Systems and wanted to know how our system was performing. We were honest and told you we were disappointed.

While Quest Metrology had no legal obligation to repair or upgrade the machine since it was outside the warranty period, your company offered to upgrade our current system to your improved Model 3625. This "new" system has upgraded software, components, and enhanced performance capabilities.

Since this upgrade, our Johnson Thread-View system has become a regular part of our quality control. Now, our automated thread inspection system is fast and repeats within 0.000020"; a calibration we have verified with micrometers more than once. The Model 3625 upgrade has also increased our lab technicians output by 50%.

It is great to have the machine finally working, but the biggest benefit that resulted from this journey is the working relationship now forged between Quest Metrology and ATK. Thank you for your professionalism and your dedication to standing behind product sold by Quest Metrology.

Best regards,

A handwritten signature in black ink that reads "Chris Damson". The signature is fluid and cursive, with a long, sweeping underline.

Chris Damson
Metrology Lab Manager
ATK Missile Products
Missile Subsystems & Components Division
Allegany Ballistics Laboratory