

July 20, 2017

Regarding: Letter of recommendation for Art Foster

To whom it may concern,

Art Foster was able to help us streamline our processes, and allowed us the freedom to implement changes as well. Regarding the Quality Assurance department, it went from a step in the SDLC to a department within the company. This allowed the company to implement an agile methodology more fully and reduce our time to market and therefore increase our ability to deliver.

Strengths of Art Foster include the ability to get the right people together to collaborate on a solution, and raise the understanding of the core problem or requirement. Workflow diagrams, communication and accountability were also trademarks of Mr. Foster. The one strength above all else was his commitment to the customer and his ability to get others to buy into this commitment. This raised the level of performance of all of the teams involved and definitely increased customer satisfaction.

Art Foster would be a valuable addition to any company wanting to improve quality, customer satisfaction and time to market. ‘

Brian Mercer

Past Quality Manager Vertex Systems

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