



DEPARTMENT OF THE ARMY  
PROGRAM EXECUTIVE OFFICE  
COMBAT SUPPORT & COMBAT SERVICE SUPPORT  
PM FORCE SUSTAINMENT SYSTEMS  
KANSAS STREET  
NATICK, MASSACHUSETTS 01760-5057  
December 1, 2003

REPLY TO  
ATTENTION OF

Product Manager Force Sustainment Systems

Mr. Salvatore T. DiNovo  
Guild Associates  
5750 Shier Rings Road  
PO Box 8013  
Dublin, OH 43016-2013

Re: Laundry Advanced System Technical Assistance visit to Iraq

Mr. DiNovo:

I would like to extend my grateful appreciation to you and your organization for the participation of Mr. Henry Berns in the Laundry Advanced System (LADS) Technical Assistance visit to Iraq during October 2003. This unique mission was a success in large part due to the efforts of Guild Associates and Mr. Berns.

Mr. Berns willingness to travel to an active Area of Operations such as Baghdad, Iraq to support the soldier is truly outstanding. Mr. Berns endured six cancelled military airlift flights out of Dover Air Force Base before finally departing. Upon arrival at Baghdad International Airport, he immediately went to work assisting Army personnel in overcoming maintenance issues and improving performance of the laundry operation. By the end of the mission, nearly all LADS had been returned to full capability and the units involved were much better positioned for continued mission success.

Mr. Berns and his team have provided this office with top quality support throughout the LADS program. It is highly recommended that Mr. Berns be recognized for his role in successfully accomplishing the mission in Baghdad, Iraq as well as for his continuing support to the LADS program. Please pass along my appreciation for his quality performance.

Sincerely,

A handwritten signature in cursive script, reading "Lawrence S. Silas".

Lawrence S. Silas  
Lieutenant Colonel, U.S. Army  
Product Manager Force Sustainment Systems