



QAL* 1999

Information Design and Development Business, Professional, and Technical Writing, Training, and Consulting November 1999

Another good year...

Once again a busy year drew to a close and 1999 began well! We thank all who helped QAL — clients and many friends...

Especially this year, we are grateful to our NJ contingent – LK and PC for sticking with us through a takeover that proved pretty hostile in our A/R this year. And to all - thanks for continuing to share projects!

◆ Welcome to PEP Boys – Manny, Moe, and Jack, Philadelphia, PA



Electronic commerce taps all the promise of the Internet. Companies are exploring the many improvements to supply chains, customer support, and staffing the Web can give them. Based on various Internet and IT support projects we have worked on, we were asked to help prepare a variety of written materials for those exploring these exciting topics at Pep Boys Information Systems.

Strategic and tactical plans become important roadmaps for the rapidly evolving world of Intranet marketing and customer interaction.

◆ Welcome to Base10, Inc. Trenton, NJ



By again partnering with Rusco, Inc., we were able to provide support for a variety of products and technical materials being developed by this manufacturer of pharmaceutical support systems.

The following continued as regular clients with on going and varied projects:

◆ CIGNA/ACE

Based on many projects done for CIGNA Systems Communications, we have been able to continue to help document processes and procedures for several IT groups, as the Voorhees facility becomes part of ACE. We also continued industry news abstracts for Systems

Communications during Q1.

◆ **Lucent/Marcom and Lucent Technical Services** - varied telecommunications projects in the Lehigh Valley area.

◆ Amistad CD

We were happy to learn one of the writer/researchers we were able to provide to a Frontier Media Group (FMG) project last year completed her Ph.D. in history from Temple University.

◆ **EPA National Network for Environmental Education Management (NNEMS) Fellowship Program**

For the second year we were delighted to learn our QAL partner had been re-awarded our original grant from the EPA. Based on two year's past performance, SLB and RB were again funded to provide program support for this prestigious fellowship program.

This competitive program for graduate and undergraduate students funds over 100 internships

**Queen Anne's Lace - A hardy and tenacious perennial (some would dare to call a weed!). Adapts to all kinds of inhospitable terrain but produces elegant and attractive flowers as well as a practical edible root (the wild carrot).*

Inside This Issue...

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| 1 | We put the pedal to the (E-Commerce) metal for new client Pep Boys. |
| 2 | Base10 products provide software solutions for the regulated industries and we help Base10 describe some of their products. |
| 3 | QAL business principles. |
| 4 | Other associate activities. |

Tip Don't forget to anchor any pasted or inserted graphics in a Word doc using format>picture or object>position>then remove "float over text" selection.

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and research fellowships each year.

QAL partners had provided Web page design, content, and deployment, for both EPA agency staff and for potential fellows. In addition, QAL was responsible for several written documents including a program brochure, poster, catalog of internships, and program summary.

As a catalyst for strategic alliances QAL assumes no employment relationship to an associate or teaming partner. We do, however, adhere to the business principles put forth by the professional group that represents contract/consulting placement professionals (NACCB).

- We adhere to the tenet of equal opportunity for all regardless of race, religion, color, sex, creed, age, marital status, sexual orientation, or national origin.
- We abide by all applicable international, federal, state, and local, laws with regard to the operation of our business and with any clients.
- We do not engage in illegal restraint of trade, unfair competition or violation of anti-trust laws and do promote free and fair competition among consultants.
- We do not defame clients, consultants, or competitors.
- We preserve all proprietary information relating to the business of our clients.
- We actively avoid misrepresenting a consultant's skills or experience.
- We do not misrepresent a consultant's pay rate, contract terms, assignment duration, or other subjects pertinent to any business arrangement.
- We do not have un-reasonable non-competition clauses or unfairly prevent a consultant from pursuing other opportunities.
- We refrain from soliciting employees of our own active clients.

- We do not induce consultants to breach or improperly interfere with a contractual relationship.
- We have a clear policy for payment of consulting, marketing, and recruitment efforts.
- We do comply with clients' established business practices including those policies relating to gifts and gratuities to client employees.

QAL will always try to remain a cooperative endeavor geared to equitable mutual support and benefit now and into the new Millennium.

On their own - other associate activities...

Some of our allies have also enjoyed diverse projects and activities recently on their own or for others:

CD continued some project work for Lutron Electronics in Coopersberg, for Accusort Systems in Telford, and for Lucent in Allentown. DM did the same at PECO through OAO.

SLB helps full time now with ISO documentation, Lotus Notes, and Web editing with the Allentown telecommunications start up company she joined.

RB - after long time PT work for one of our former clients - decided to pursue a Masters at Drexel with a concentration in Technical Writing and also continues work on the EPA project.

LK continued telecommunications project work for Lucent and others.

PC continued radio journalism and production projects and helped one of his clients script music and words for their customer support "on hold"/ line.

QAL principal, LF, cheerfully concluded Y2K testing efforts,

QAL 1999

RoboHelp projects, and continued using Front Page here and there. She also works on IT system design life cycle (SDLC) process improvement initiatives at Vanguard. As '98 ended she enjoyed serving as a judge at the local STC chapter competition and as guest speaker at DCCC on future job trends in communications. She was also asked to be a panelist on a DoD proposal writing workshop for Fall 2000.

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Happy Y2K and beyond to all!



Photos from Wildlife and Garden Matters photo library, East Sussex, UK

Our web site is continually updated and is still at:

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