



February 20, 2007

Mr. Jim McGee
Mission Research Specialist
Global Mapping International
15435 Gleneagle Drive, Suite 100
Colorado Springs, CO. 80921

Dear Jim,

On behalf of Healing Waters International I want to express to you and the research team of Global Mapping International our deep thanks and appreciation for our recent field ministry impact research project.

As we reflect on our investment with you and the returns on that investment, the following factors are uppermost in our assessment:

Comprehending Our Research Requirements

In the early stages of the process you did an excellent job of understanding the research objectives and the core questions and issues we needed to address. You provided timely feedback and continual clarification ensuring the proper scope of the approach.

Process Quality and Integrity

Patience and diligence were demonstrated in the development of both the quantitative and qualitative surveys. The opportunity to make adjustments and refinements consistent with our research objectives was greatly appreciated.

Adherence to the Project Timeline

At no time did we have to be concerned about the state and stage of the research process. You kept us apprised in a proactive and timely manner. Excuses were not made and valid issues and challenges were addressed and acknowledged throughout the process.

Timely Response and Communications

As always questions arise in the course of such an intense and sustained effort. Our inquiries were always responded to in a timely and forthright manner. This fact gave us confidence that you and your team were effectively leading and managing each step and each element of the research.

Delivery of Quality Outputs

We were very pleased with the format, logic, and structure of the final report. It was user-friendly yet thorough in its analysis, findings, and sensible recommendations.

Delivery of Actionable Results

Our expectation was that the research would substantiate many of our beliefs and claims regarding the impact of our ministry. In many instances this proved to be the case, but the results also drove us to test and validate assumptions that needed to be challenged. Further, the survey results have proven to be of significant value to our Operations leaders and are a constant resource for strategy development and decision-making. This fact brings value beyond what we anticipated.

The bottom line is that the value the research provides exceeds the investment we made. We have confidence in your abilities to conduct and execute valid, meaningful research. We value you and your partnership in our ministry. We would welcome the opportunity to refer you to others considering your services. We would not hesitate to engage you and GMI for future research projects. We express to you our deepest gratitude and appreciation for exceeding our expectations in this project.

Best Regards,

Edwin H. Anderson
Executive Director
Healing Waters International