

Hi Jim –

Here are my comments:

1.5.5.3 #6 – 15 months is too long and many companies wouldn't be able to comply. 12 months is more reasonable.

1.5.5.3 #8 – Remove “the” before ISO at the end of the sentence.

1.6.1 – In the second sentence the comma after ISO should be removed.

1.6.2 - Add "formal" before "complaint," or more detail about the type of complaint. How is it different from the annual report where we mention any problems?

2.5.5.4 – In the second full paragraph remove “TAG” which is in the middle of the strikeouts.

Thanks,
Jennifer

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