



*townsend*<sup>®</sup>  
LEATHER  
creative interior solutions

February 3, 2011

Southwestern College  
Graduate Admissions  
2040 South Rock Road  
Wichita, KS 67207

To Whom It May Concern:

I am writing today as I have learned that Jennifer Bylan is applying for admission to your graduate program. I am the owner of a leather manufacturing company in Upstate New York that has worked with Cessna Aircraft for a couple of decades now. I had the pleasure of working very closely with Jennifer for a number of years while she was the purchasing agent for Cessna Completions Center, handling my company's account. We interacted on a daily basis and over the years, developed a strong business relationship, due in large part to Jennifer's professionalism and high capability level.

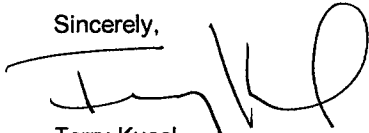
Jennifer excels at communicating, both verbally, and in writing. In her position, where timing and the supply chain are so instrumental to keeping operations running smoothly and cost-effectively, Jennifer demonstrated excellent problem-solving skills in many situations. Myself, and my associates here at Townsend Leather who also had the opportunity to work directly with Jennifer, always found her to be extremely knowledgeable; she quickly learned and assimilated information about processes, issues, and procedures at Cessna and at Townsend, and was able to put all her knowledge and experience together for practical use. She took the time to learn about and get to know our leather products intimately so that she could be as efficient at her job as possible.

One of Jennifer's greatest achievements, in my eyes, was when she helped establish "The Leather Council" at Cessna, a first-of-its-kind vendor/customer committee that consisted of representatives of both my company and different Cessna departments involved with leather, including: Purchasing, Design, Fabrication, Inventory Management, Completions, After Market Service, Field Services, and Customer Relations. The development of this forum evolved into the philosophy of taking a "Total Approach" to solving leather issues and complaints, resulting in few, if any, leather warranty issues and claims. From our positive experience with this council, my company learned many lessons about the value of true partnership and cooperation between supplier and customer in working together proactively to troubleshoot and prevent potential problems and issues that could later cost significant time and money on both sides.

I highly recommend Jennifer Bylan for admission into your graduate program. I will always remember my time working closely with Jennifer as very positive and fulfilling. She is a hard-working, thoughtful, and dedicated individual, committed to giving her all in the professional setting.

I can be reached with any questions at 518.762.2764 (ext. 105) or by e-mail at [tkucel@townsendleather.com](mailto:tkucel@townsendleather.com).

Sincerely,



Terry Kucel  
Chairman  
Townsend Leather Co., Inc.

---

**WE MAKE THE DIFFERENCE**

☎ 518.762.2764 • 800.852.0144 ☎ 518.762.5566 ✉ [info@townsendleather.com](mailto:info@townsendleather.com)  
P.O. Box 669 • 45-49 Townsend Avenue • Johnstown, NY 12095 • USA • [www.townsendleather.com](http://www.townsendleather.com)