

September 21, 2012

Mr. K.S. Ravi Shankar  
Co-Founder & Director  
Kaizen Consult  
Bangalore, India

Dear Mr. Ravi Shankar:

It is with great pleasure that I write this letter of commendation for the successful and smooth arrangements you had made for our students from the Eller College of Management, University of Arizona, when we spent 10 weeks in Bengaluru delivering our Global Cohort Program. All 34 students returned to the U.S. with a great appreciation for business, economic, political and infrastructure environments of India.

Our three credit hour course BNAD 350: Business environment in India, was very well staffed and delivered. The various business visits the instructor arranged in Bengaluru provided a rich background for students to put their learning in context. In addition to classroom lectures, the students were invited to Kaizen Consult's officers' homes in small groups for lunch. This gave the students an opportunity to visit Indian homes in a relaxed and casual setting. In addition, they made arrangements for a yoga and dance instructors to provide lessons to all the students in small groups. This introduction to the ancient culture of India was extremely well received by the students.

The entire Kaizen Consult group provided us with an unforgettable positive experience. We are very fortunate to have associated with Kaizen Consult for the academic and immersion in culture services.

Sincerely,



**Sue Umashankar, PhD**  
Senior Lecturer in Marketing  
Director, Global Business Program

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