



*For through my lips may breathe adieu,  
I cannot think the thing farewell.  
Tennyson*

## IN MEMORIAM

On September 11, 2001 at 10:28 a.m. EST, the hijacked American Airlines Flight #11 crashed into the World Trade Center in downtown New York City. Ninety-one people, including Anna S. W. Allison were confirmed passengers on that flight. She was en route to Toyota from her home in Boston after a short vacation.

Anna, one of the Competency Center Organization's key consultants, was well known in the I.S. world for her work in Metrics and Project Management. She was hired earlier this year to establish common metrics for measuring Toyota's projects as well as the CCO's service delivery and value.

While she was only working with us for a short time, Anna became a good friend and valuable co-worker to those who worked with her. Her loss will be very strongly felt by everyone who knew her, and she will be sorely missed because of her insightful counsel, straightforward honesty, and great sense of humor. Our thoughts and deepest sympathies will be with her husband Blake and the rest of her family.

When interviewed on *Good Morning America*, Blake said he wanted us to remember Anna's laugh. "It was infectious," he said. "If she got going, it just consumed her body and her being. She convulsed with laughter. You couldn't help but hear that and feel a lift of spirit."