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William F. Garcia  
7272 Fitzwilliam Dr  
Dublin, OH 43017

Dear Mr. Garcia:

Subject: Negotiations training performed for my team nearly 2 years ago

Recently, I began an in-depth review of the performance of one of my teams, Strategic Sourcing & Procurement, to measure us against where we said we would be when we centralized and upgraded the function, identify opportunities for improvement, and lastly, recognize our own best practices and significant achievements. The last piece is the reason I am writing to you today.

I discovered that while our team underwent significant contraction, a headcount reduction of 24%, we were able to increase total company cost savings by a multiple of 5! (Also, note the cost savings my team accomplished came under a much stricter set of rules than previous management AND have been audited by our Finance group). Such a dramatic improvement forced the question, "what happened?"

Well several things contributed of course, goal setting and organizational tools at the onset, but I felt you should know that we identified your negotiations training as the single largest contributor to my team's performance improvement. I can say with confidence, based on comparing before and after results as well as looking at teammates who have not taken your class, that without your instruction, we would have only improved 1-2 multiples.

Thank you for helping to put us over the top, now I'm off to "raise the bar"...

Sincerely,

A handwritten signature in black ink, appearing to read 'Mike Inman', with a long, sweeping underline.

Mike Inman

Vice President, Procurement and Production