



**MANUFACTURERS'  
SERVICES**

June 19, 2001

To Whom It May Concern:

I have worked with Quantum Consulting several times over the past six years in AT&T, Lucent Technologies, and with Manufacturers' Services, Ltd. In January 2000, I engaged Quantum to help improve the effectiveness of our organization. We faced tremendous challenges. Demand was growing 50% year over year and we were not able to keep up with the growth. This site was widely seen as the least successful site within MSL. Associate turnover was high and morale was low.

Quantum helped us to align around common objectives, set extraordinary goals for ourselves, communicate more effectively, and engage the entire organization in creating success. This engagement helped us to become more than the sum of our parts. We overcame the challenges we faced and exceeded our plans for the year. MSL now recognizes Arden Hills as the most successful site within MSL, and one that always meets commitments. The changes in our business success were dramatic and occurred quickly.

Josh and Gershon have an amazing ability to help people connect with one another. The lessons they teach are universally applicable and are independent of the specific business. Much of what we are today is due to the work we did with Quantum.

Sincerely,

Margit Elo  
Vice President, Central U.S. Operations  
Manufacturers' Services, Ltd.

**MANUFACTURERS' SERVICES  
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