



1/7/05

TO: Employees

FROM: Viviane Coriatt-Gaubil

RE: Operational Improvement process with Hilda M. Cadenas

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For some time I have felt the need for improving our method of operations at Roche Bobois. More attention needs to be given to the support needed for the sales and delivery process so that we can work more efficiently to meet our customer's expectations.

In order to accomplish this, I have retained Hilda M. Cadenas, a nationally recognized management consultant to assist us in attaining this objective.

Please cooperate with Ms. Cadenas in completing the "confidential survey" and discuss with her your job and concerns regarding how we currently run our day-to-day operations.

I appreciate your cooperation with this project.

*H. Cadenas*

Encl: Confidential Questionnaire Procedure