



PPG Industries Ohio, Inc.

3800 West 143rd Street Cleveland, Ohio 44111 USA Telephone: (216) 671-0050

March 1, 2004

Dear Roger & Tom,

I am writing to tell you that the results of taking two teams through "The OZ Principle" Accountability training have been worthwhile and helpful.

Two intact work teams went through the training. The impact felt by both teams was surprisingly similar. By the end of the training, both teams had a clearer view of the end, the results that needed to be accomplished for success in the present as well as for the future.

We believe that alignment is critical to success. There are limited resources (time, capital, energy...) at our disposal. Everyone involved in the enterprise must be on the same page and understand the outcome we strive to reach. Having the participants see it, own it and do it is crucial to understanding their roles and accountability in success.

I highly recommend the concept of Accountability as expressed in the OZ Principle. The concepts go far to creating the synergy needed for success.

Sincerely,

A handwritten signature in black ink, appearing to read 'Stan'.

Stan Gromek
Manager, Strategic Learning and Organizational Improvement
PPG Industries