

STANFORD  
GRADUATE SCHOOL OF BUSINESS  
Global Supply Chain Management Forum  
*A Partnership of Industry, the Graduate School  
of Business, and the School of Engineering*



Tim Sanders  
120 El Camino Drive  
Beverly Hills, CA 90212

February 9, 2006

Dear Tim:

Again, I want to personally thank you for making an excellent contribution to our conference "Superior Customer Value Creation: Winning the Customer After the Sale" this last week. We were delighted to see the exceptional flow of ideas, experiences, and creative energy generated by our speakers, and by every measure, we consider the event a great success.

On behalf of the Stanford Global Supply Chain Management Forum and its industry partners, I wish to acknowledge and commend you for your commitment, your time, and your talent---without which the event would have been diminished.

We look forward to a continuing and productive relationship in advancing our mutual interests and we enthusiastically encourage your involvement with our future workshops, symposiums and conferences.

Warmest regards and best wishes for your ongoing endeavors.

It has been a pleasure working with you.

A handwritten signature in black ink, appearing to read "S. Whang".

Seungjin Whang, Co-Director, Stanford Global Supply Chain Management Forum