

Leonard D. Fantasia
Vice President
Quality & Compliance Services Worldwide

410 George Street New Brunswick, NJ 08901 USA (732) 524-3133

November, 2000

I frequently refer to my interactions with Tony Manning as "getting juiced up – refueling my tank." The challenges facing executives in the health care industry have never been greater; our customers demand higher quality products at lower cost, government intervention in pricing is ever present, and our shareholders demand continued growth, both in sales and profit. These pressures can lead one to forget what has resulted in past success for what appears to be a quick fix. Tony's ability to understand the complex technical and business issues we are dealing with, yet keep us focused on what will truly sustain us in the future, is remarkable.