



## *Human Resources – Learning & Development*

Corporate HQ: **Enovation Graphic Systems, Inc.**  
200 Summit Lake Drive  
Valhalla, NY 10595

Hanover Park Facility: 850 Central Avenue  
Hanover Park, IL 60133

May 4, 2004

Dear Customer:

Enovation Graphic Systems strives to provide you the highest level of service and support in the Graphic Communications industry. But not just today, tomorrow you'll need even better service and support to distance your company from competitors. To ensure you get that and more, EGS invests in the people who deliver your service and support. We help our personnel enhance their personal performance, continuously improve internal systems and processes, and assimilate and assess newly emerging ideas and technologies. So the service and support you receive today *and* tomorrow enhance your company's business results. Learning & Development leads this effort.

Learning & Development helps EGS personnel systematically and systemically identify and remove barriers to individual and organizational performance. We advocate and support performance improvement initiatives tailored to address internal performance challenges that could keep EGS from offering you the very best service and support. Examples of internal initiatives include the following:

- Technical Service Training
- Process Improvement Support
- Change Management Support
- Performance Management Process Support
- Management Skills Training & Coaching
- Consultive Sales Skills Training & Coaching
- Consultive Sales Management Skills Training & Coaching

As a customer, rest assured that EGS people continue to learn and grow so we can give you great service and support today and new, better service and support tomorrow. Isn't that what you really want, an expert partner invested in consistently giving you more value for your dollar?

Sincerely,

Daryl S. Franks  
Manager, Learning & Development