

GLC Munich

Global Leader Convention for
Exact
2009

Part II

Booklet cover

LET'S GET TO THE BOTTOM OF THIS GLC MUNICH 09

Exact Global Leadership Convention
February 18-21 2009



Roll-ups

CUSTOMERBILITY

-NOUN: [KUHS-TUH-MER-BÉ-LE-TEE] 1. THE AMOUNT OF INSIGHT WE HAVE INTO OUR CUSTOMER 2. A DISPOSITION TO BE FRIENDLY AND APPROACHABLE BY OUR CUSTOMER 3. A SUDDEN FEELING OF ELATION AT MAKING OUR CUSTOMER HAPPY 4. THE ABILITY TO CARE IMMENSELY FOR OUR CUSTOMER

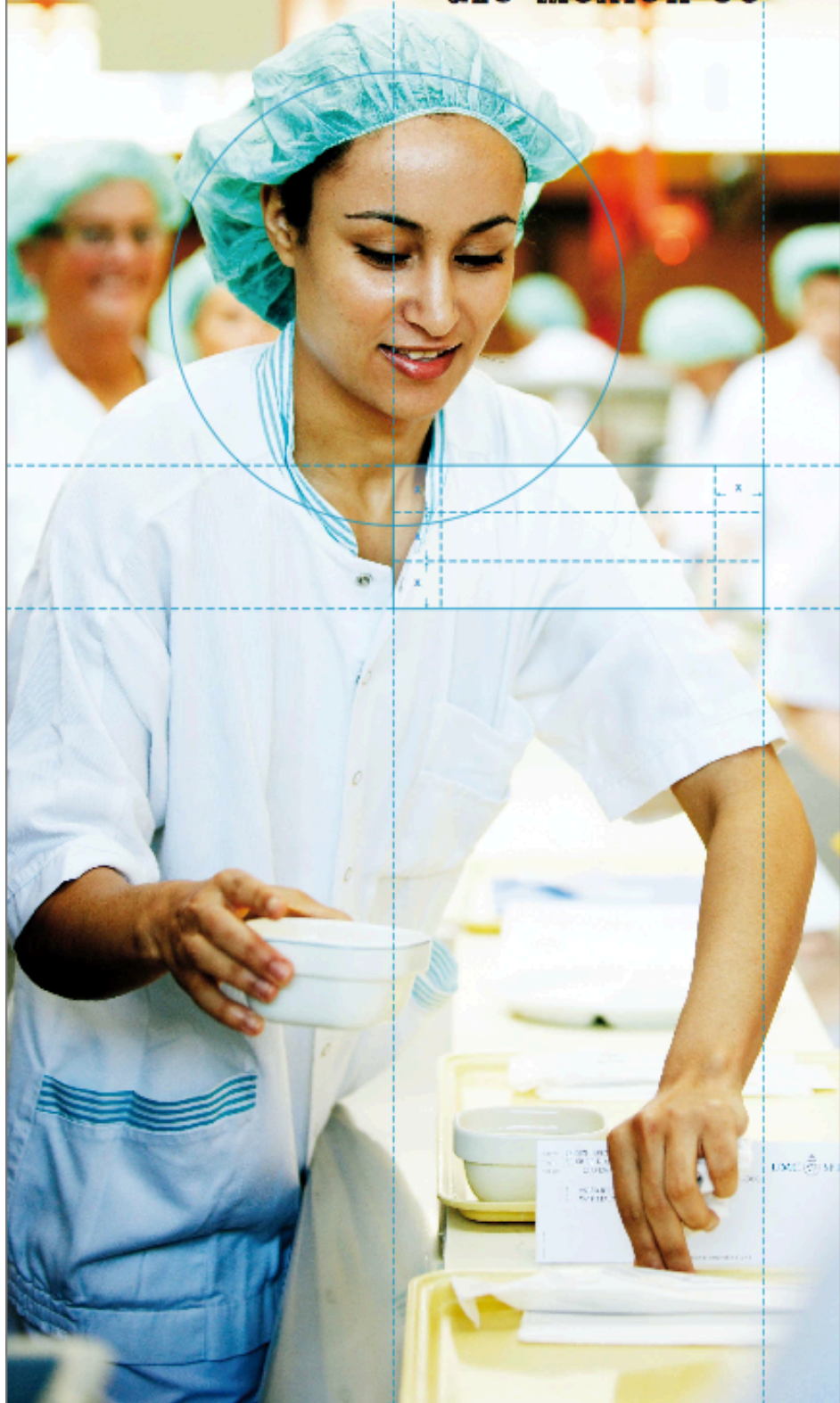


LET'S GET OUT THERE
GLC MUNICH 09

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TIME FOR HANDS-ON WORK

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EVERY DETAIL COUNTS

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= exact

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