



October 9, 2003

Mr. Paul Meshanko
Edge Learning of Ohio
4807 Rockside Rd., Suite 240
Cleveland, OH 44131

Parker Hannifin Corporation
Fluid Connectors Group
6035 Parkland Boulevard
Cleveland, Ohio 44124 USA
Phone (216) 896-3000
Fax (216) 896-4022

Dear Paul:

Given all the support that Edge Learning associates have provided us over the past few years, I wanted to take a moment to share with you some feedback regarding Parker Hannifin's successes in using the "Increasing Human Effectiveness" curriculum. As I have already shared with you over the phone, IHE has been the single most beneficial staff development process we've ever offered in my 20+ years with the company. With close to 500 associates already having participated in the two-day seminar, our internal facilitators and plant management personnel have been literally inundated with praise and thank you messages for making this program available to our associates.

From a business perspective, IHE made sense right from the start. Because of its emphasis on empowerment, personal accountability and attitudes, it has proven to be a perfect complement to support (and arguably anchor) both our Lean Enterprise and Strategic Deployment initiatives. In those facilities that have incorporated IHE into the traditional mix of technical training, I've personally noticed a significant improvement in associate morale, teamwork and, most importantly, productivity. In fact Parker was invited to present at the Nebraska Governor's Summit to showcase how we utilized IHE to set the foundation for becoming a world-class manufacturing operation.

From a cultural perspective, I truly believe IHE is beginning to make Parker a more employee-friendly place to work. That's because the program helps our people just as much in their personal lives as it does their professional ones. The stories of associates demonstrating dramatic behavior improvements are numerous and the resulting culture of friendliness and mutual support is readily apparent. Importantly, this comes back full-circle to help Parker in the form of improved communication patterns, greater employee loyalty, and, ultimately, a greater individual commitment to "getting the job done".

From an investment standpoint, there's no doubt we had a bit of convincing to do before some of our senior managers saw the value in investing in a "personal" development process during these challenging economic times. I'm pleased to say that many of them are inquiring about IHE for their business units (and even signing up for the classes)!

Strategically, IHE is helping Parker position itself to become the employer of choice in the communities in which we operate. Due to our increased operating efficiencies and the "can do" attitude of our associates in servicing the customer, I believe IHE will also have a significant impact in helping us become (or remain) the supplier of choice to our current and future customers. Thanks again to you and Glen for help in making my vision a reality!

Sincerely,

A handwritten signature in black ink, appearing to read "John Koynock".

John Koynock
Area HR Manager, North America

cc. Glen Whipple