

October 17, 2007

Mr. Jenner Marcucci, Vice President  
The Five Star Institute  
4845 Pearl Street, Suite 101  
Boulder, CO 80301

Dear Jenner:

Earlier this year the McKesson Emergency Care leadership team embarked on a yearlong process—*Aligning for Execution*—with The Five Star Institute. The purpose of this letter is to tell you how this discipline and the *Vector5* web tool have already made a significant impact on my team's ability to execute on our goals and strategy. In fact, during my 20+ years in corporate management, I have never had a team so focused and aligned on the *right* goals.

In a company as large as McKesson and as geographically dispersed, it's hard to keep everyone aligned on the same goal set. Moreover, I have a very diverse group of people reporting to me: Sales, Product Management, Development, QA, Customer Support, Implementations, and Marketing which adds to the challenge.

We typically do a goal setting and review process at the beginning of the year, mid-year and end of year, but it is all too easy to lose sight of the goals after the meetings due to the fires that constantly flare up. With *Vector5* and the *Aligning for Execution* process, we review goals mid-quarter and end of quarter. *Vector5* allows us to track and prioritize the many conflicting demands that we face and stay focused on these mission-critical goals. My team members now have the power to say yes to the right things, and no to the right things. Perhaps more importantly, my team members now better understand how their daily actions tie in to our divisional strategy, and the over-arching company strategy.

My team and I are shocked at the impact the 1.5 day facilitated planning meeting and the subsequent Execution Engine sessions have had year to date. Both you and Susan are great facilitators; high-energy and motivating and at the same time extremely effective in helping us solve the tough business questions on how to execute on strategy.

I would highly encourage any team leader to consider partnering with The Five Star Institute to enable their team to execute and achieve corporate financial targets.

Sincerely,

*Mark*

Mark Bentley  
Vice President, General Manager  
McKesson Horizon Emergency Care