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The Conference Board's e-Survey Unit Announces Clarkston Consulting's Exceptional Client Service Rating

Clients rank Clarkston's staff, integrity, and expertise as its strongest assets.

DURHAM, NC - March 2, 2004. TCB e-Surveys, a survey research unit of The Conference Board, announced that Clarkston Consulting, a leading management and technology consulting firm, received an overall client satisfaction rating of 97 percent. This rating, which represents the fourth consecutive year in which Clarkston has achieved a rating of over 90 percent, significantly exceeds industry norms, and is considered one of the highest client satisfaction scores in the consulting industry.

"These superb scores indicate that Clarkston has succeeded in building very strong bonds of loyalty with its clients," stated Tom Cavanagh of the Conference Board's TCB e-Surveys research unit. "Clients have consistently rated Clarkston's staff, integrity, teamwork, and expertise as among its strongest assets."

"At Clarkston Consulting, we have an unrelenting passion to deliver brilliant client service, one of the core values of our firm," said Tom Finegan, chief executive officer and co-founder of Clarkston Consulting. "We believe that only the best firms have the wherewithal to measure client satisfaction, and only those that are truly committed to continuous improvement have the courage to report the result."

According to the survey, Clarkston continues to receive excellent evaluations for its integrity and reliability, the knowledge and expertise of its staff, teamwork, and ability to deliver on its promises.

"Clarkston truly partners with our firm," stated Mark Newberry, vice president of logistics and execution at Coty Inc. "They understand the specific challenges that we face, and work with us as a team to transform our strategy into practical business solutions with measurable results."

"Clarkston understands the culture of our company," said Diane Wolfe, vice president of manufacturing at Celera Diagnostics. "Their consultants are part of our team, and a valuable asset and resource that help us achieve our business strategies."

A research study in the December 2003 issue of CIO Insight shows that, typically, consulting and outsourcing is a "sector where barely half of respondents give excellent or good grades."

"Clarkston's 97 percent satisfaction rating clearly breaks the mold, and sets new standards for



what a consulting firm should be,” said Neil Nelson, president and co-founder of Clarkston Consulting. “Companies look to Clarkston to help solve their business needs because they value Clarkston’s professionalism, results-oriented teams, work ethic, and commitment to their success.”

“It is our goal to continually raise the bar because we are committed to excellence,” said Joe D’Ambrosio, chief services officer of Clarkston Consulting. “We believe that by setting new standards of excellence within the industry, our clients will reap the benefits. We are confident that by partnering with our clients, we can put into action concrete strategies that continually bring value to their business.”

About The Conference Board

The Conference Board is a not-for-profit organization, and holds 501 (c) (3) tax-exempt status in the United States. The Conference Board creates and disseminates knowledge about management and the marketplace to help businesses strengthen their performance and better serve society. Working as a global, independent membership organization in the public interest, The Conference Board conducts research, convenes conferences, makes forecasts, assesses trends, publishes information and analysis, and brings executives together to learn from one another. For more information, visit www.conference-board.org.

About Clarkston Consulting

Clarkston Consulting is a leading management and technology consulting firm that provides strategic business solutions for clients within the life sciences and consumer products industries worldwide. These market leaders turn to Clarkston to help them bridge the gap between strategy and execution to sustain a competitive advantage. Clarkston is a sought-after business partner because of its recognized industry thought-leadership and superior client relationships, as measured by The Conference Board’s survey on client satisfaction. For more information, visit www.clarkstonconsulting.com.

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