

SNAP-ON INCORPORATED

2801-80TH STREET
KENOSHA, WI 53143

NICHOLAS T. PINCHUK
PRESIDENT
CHIEF EXECUTIVE OFFICER

April 16, 2008

Mr. Roger G. Lewandowski
Chief Executive Officer
World Competition Consultants
1940 E. Lamar Alexander Pkwy
Maryville, TN 37804

Dear Roger,

I write to compliment you on the work your team is doing at Snap-on. They have been perceptive, constructive, and practical. We see them greatly improving our existing operations and being quite helpful redeploing selected activities to other locations. They've been a substantial enabler for our management.

It's appropriate I add that I am not surprised. I've known you for many years, both by direct experience and by reputation. You bring an energy and insight to all you do. Some of my best ideas, either at Carrier or at Snap-on, have grown from our conversations. It's quite natural that the same qualities can be found in your team at World Competition Consultants.

I look forward to more conversations, insightful dialogue and cooperation in the months and years ahead.

Best regards,

A handwritten signature in black ink, appearing to read "Nick", with a horizontal line extending to the right.