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CELESTE MASTIN
VICE PRESIDENT
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March 9, 2006

To Whom It May Concern:

RE: Letter of Recommendation

I contacted Jim Rose following a successful experience at my prior company, where we implemented a high performance organization change initiative with which he was involved.

After bringing Jim to Ferro to support my change initiative, we used his methodologies as a catalyst to redefine the architecture of the organization, including redesigning the organization structure, and using his "Change Management" model as a strategic planning process throughout the division. This model was applicable and effective from senior to junior leadership levels. As part of this transformation, Jim showed us how to ground strategic concepts into executable steps to improve leadership skills within the division and create a more engaging culture. With Jim's facilitation throughout the process, complete divisional alignment was achieved in a short and very reasonable time period. In addition, Jim provided some examples of organization design and was an effective sounding board for my plans.

After the initial work, Jim facilitated my Leadership Team discussions to ensure complete adaptation to the new concept. He also effectively transitioned our tactical discussions to be more strategic in nature. This was very valuable since the group was widely geographically spread, and I wanted the greatest return possible on the one day per month we allocated for team meetings.

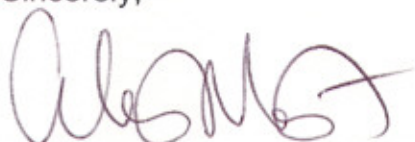
One of the things I enjoy most about Jim is that he stays out of the content while facilitating. He isn't a consultant that "tells you the time with your own watch." Instead he facilitates discussion by providing tools and methodology that a group can use to drive itself to a decision. No one leaves without an action plan!

Most notably, I treasured the moments I had with him, as an oasis in the midst of urgent, tactical events. These events were reduced substantially through my work with Jim, whereby we improved the base structure of the business such that empowerment and accountability were effectively delegated.

Jim's presence kept me focused on what was really important, driving my team to my vision of a successful future. He has been an exceptional partner in the process.

I am happy to speak with you about this experience, as I am an avid supporter of Jim's efforts. Please feel free to call me if you have any questions.

Sincerely,

A handwritten signature in purple ink, appearing to read 'Celeste Mastin', with a stylized flourish at the end.

Celeste Mastin
Vice President
Color & Glass Performance Materials