



**TECHNICAL
COATINGS**
A SUBSIDIARY OF BENJAMIN MOORE & CO.

Memorandum

To: Tom Dagenais
CC: Chris Johnsen
From: Jim Vasconcellos
Date: July 30, 1999
Re: InTECh Project

Chris Johnsen and his team did a great job on a project that will not be completed. InTECh's death came about due to strategic organization changes happening to Technical Coatings and Benjamin Moore. The strategic review process, which was not supposed to have any impact before January 1, 2000, changed course in the middle of the InTECh implementation, creating havoc with the Technical Coatings' resources. In spite of these impossible conditions, Chris and his team managed to provide fast, flexible and efficient workarounds that had us on budget and near schedule for completion. The ending of this project was unfortunate for many. Regardless, the efforts by all D&T personnel were exceptional under very difficult circumstances.