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FORTUNE

CAN SALLIE SAVE CITI?

VOL. 147, NO. 11, JUNE 9, 2003

Can a better chair make a meeting seem shorter?



If you're like most people, you spend half of your day somewhere other than in your own desk chair. But those chairs in meeting rooms, training centers, reception areas and other offices can be terribly uncomfortable. The solution is a remarkable new idea: a built-in knee that allows the chair to constantly adjust to the way you sit. The Cachet™ chair responds intuitively to your motion, your weight, your back. And it's so comfortable that you simply won't believe it until you actually sit in it. To learn more about Cachet, the everywhere chair, or the ergonomics of sitting, visit www.steelcase.com.

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LETTERS

has any factual basis for its attacks on Nacchio's ethics and its suggestions that he engaged in wrongdoing. Not a single source familiar with the Global Crossing transaction is cited with attribution. It is not surprising, therefore, that the article's description of the deal amounts to little more than references to "troubling details" or "big problems," with absolutely no explanation of what those details or problems might be. Should FORTUNE continue to cover the Qwest story in the future, I would hope it would not so shamelessly invite its readers to engage in rank speculation.

Charles A. Stillman
(Attorney for Joseph Nacchio)
Stillman & Friedman
New York City

Ford at the Wheel

Re "Getting Ford in Gear" (May 12), regarding Bill Ford's recent reign as CEO: It closes on the note that there were "lessons from the past" from which he might well benefit. I couldn't agree more.

Perhaps Bill Ford would gain from a re-reading of former Ford CEO Donald Petersen's *A Better Idea*. In the book, Petersen presents his version of Ford Motor's last "turn from the brink" during the 1980s. It was a revival based on teamwork, on employee involvement and empowerment, on participative management, and squarely on the philosophy of W. Edwards Deming, the management thinker who contributed so much to the revival of the postwar Japanese economy.

Ford Motor has recently been more than willing to bet its product line on corporate nostalgia. Doing the same with its management philosophy would be a far better bet.

Tony Polito
East Carolina University
Greenville, N.C.

Rumsfeld and North Korea

"Rummy's North Korea Connection" (May 12), I feel, distorts the facts about the Swiss company ABB's contract in 2000 to build two light-water reactors in North Korea. The contract was funded by KEDO, a consortium of South Korea, Japan, the U.S., and the European Union, to meet the terms of a disarmament agreement with North Korea. The terms

called for North Korea to freeze and ultimately dismantle its existing nuclear program in exchange for light-water reactors built by ABB.

It seems FORTUNE wants Rumsfeld to explain why he sat on the board of a company that was contracted to build two reactors that were funded as part of a worldwide program to eliminate a potential nuclear-bomb threat from North Korea—a program hailed by peace activists. This seems like a rather good thing to me, and not needing much of an explanation.

John Tuzza
Mechanicsburg, Pa.

Clarifications

"Will Halliburton Clean Up?" (April 14) reported that Halliburton still pays Vice President Dick Cheney, its former CEO, "up to \$1 million a year" in deferred compensation; the exact figure he was paid in 2001 was \$147,000. The Vice President's office also announced after the story was published that Cheney received an additional \$160,000 in deferred compensation last year. And in "The Incredible Shrinking Consultant" (May 26), we stated that in 2002 the Boston Consulting Group shed 30% of its staff in North and South America. However, the addition of various staff meant that the firm's overall size in North and South America shrank by 15% in 2002. **F**

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