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For More Information, contact:

Courtney Jenkins

202-821-2120

cjenkins@kearnswest.com

CFI Group Helps National Business Center Improve Customer Satisfaction

ANN ARBOR, Mich. (June 10, 2008) – International customer satisfaction management and measurement firm CFI Group today announced that they will be providing customer satisfaction measurement and analysis to National Business Center (NBC), in order to help NBC improve customer satisfaction with their government agency clients.

“NBC recognizes the value of listening to their clients and is therefore taking action to better serve them,” said Sheri Teodoru, CEO of CFI Group. “A comprehensive measure of customer satisfaction will allow NBC to gather feedback on the issues that are most likely to improve NBC’s customer satisfaction while maximizing their investments.”

CFI Group uses the methodology of the University of Michigan’s American Customer Satisfaction Index (ACSI), to scientifically quantify the results of improving customer satisfaction. CFI Group’s analysis will provide NBC with investment options that are most likely to result in internal growth and expansion.

About CFI Group CFI Group (www.cfigroup.com) provides strategic customer satisfaction measurement through 12 offices worldwide. Launched in 1988 by University of Michigan professor Claes Fornell, CFI Group is headquartered in Ann Arbor, Michigan. CFI Group's tools diagnose the relationship between customer satisfaction and desired results, providing clients with concrete action steps to strengthen customer relationships and a proven model that predicts improvements in financial performance. CFI Group’s technology is used by the American Customer Satisfaction Index (ACSI) via the Ross School of Business at the University of Michigan. CFI Group’s clients include AT&T South, Best Buy, British Telecom, Domino’s Pizza, U.S. Federal Government, ServiceMaster, UPS, Yahoo! and other leading companies around the world.

About the National Business Center Quality customer service, innovation, and best value are the cornerstones of the NBC. For over 30 years, the NBC has been supporting federal government agencies as a Shared Service provider, establishing world class business management systems and services. NBC’s portfolio of services include: Budget and Finance systems and services, Human Resources and Payroll services, Training

Services, Acquisition Services, Appraisal Services, Aviation Management Services, Information Technology Services, as well as Administrative Support Services to support Drug and Alcohol Testing. Our workforce of dedicated professionals with unsurpassed knowledge of federal business practices, along with our ability to leverage government and commercial best practices, allows us to service our customer base of more than 150 government agencies. For additional information about the NBC see, <http://www.nbc.gov/index.html>

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