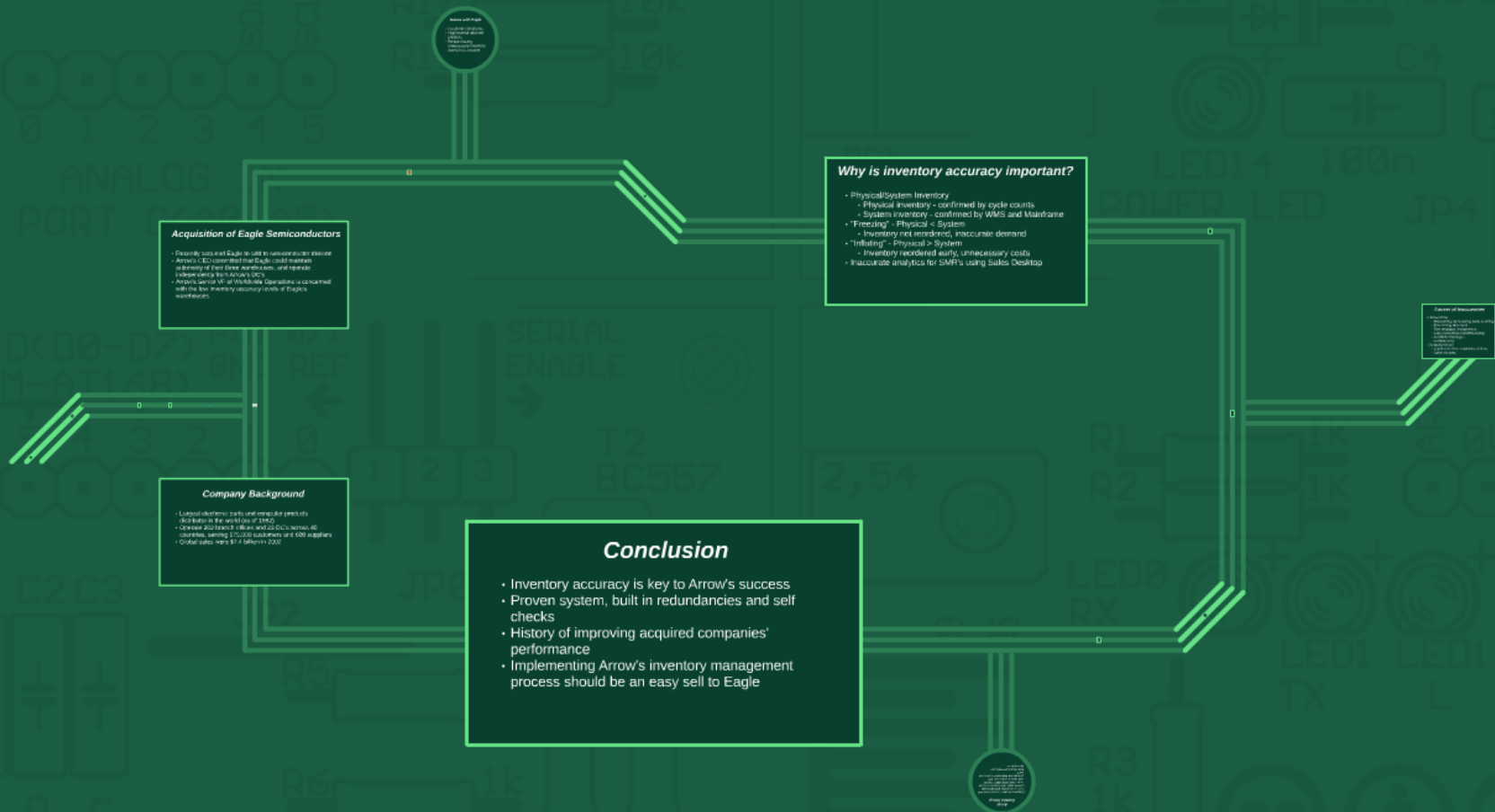


Sales Force Training At Arrow Electronics

Operational Execution



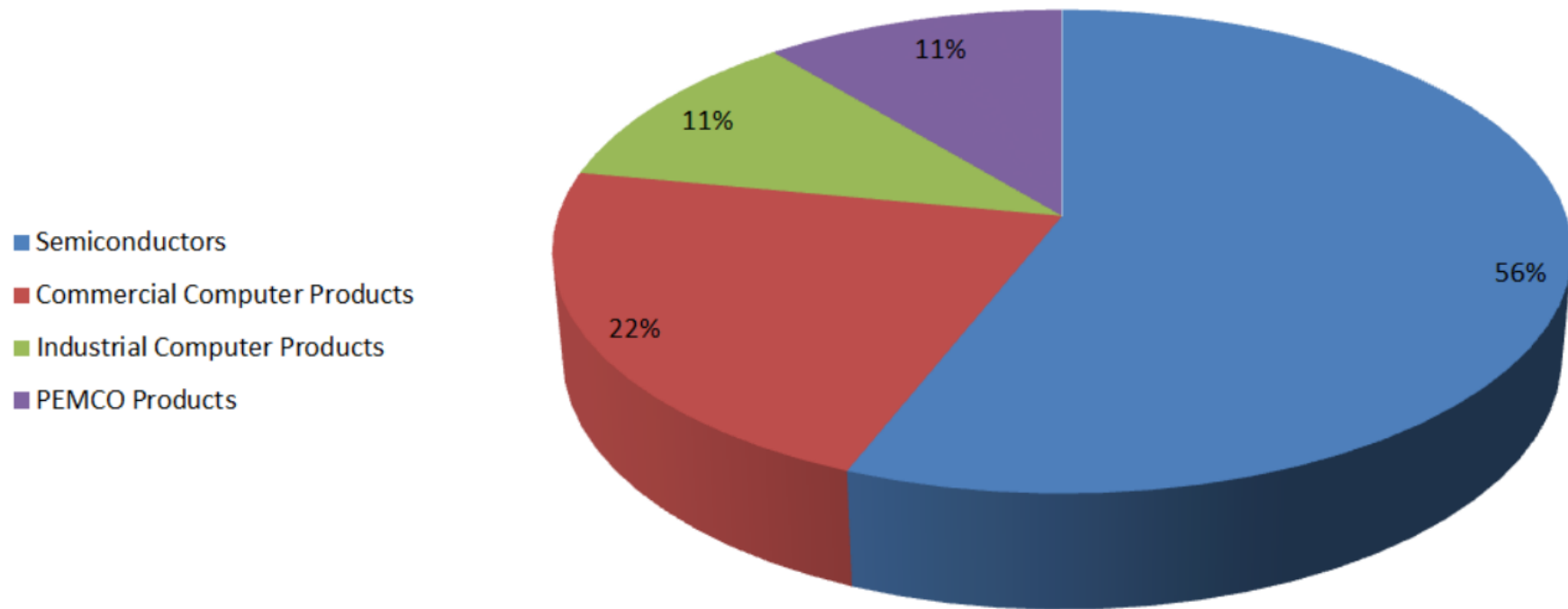
Operational Execution



Company Background

- Largest electronic parts and computer products distributor in the world (as of 1992)
- Operate 202 branch offices and 23 DC's across 40 countries, serving 175,000 customers and 600 suppliers
- Global sales were \$7.4 billion in 2002

Percentage of Revenue



Value Added Services

- Provide a one stop shop offering products from 600 suppliers
- Rapid and accurate deliveries
- Kitting
- Specialized packaging
- Semiconductor programming

Value Proposition

"Help customers design-in and obtain parts and products they need, at the right price, at the right time and place."

Achieved by

A world-class sales force
&
World-class logistics capabilities

Sales Force

- Field Sales Representatives
 - Outside Sales
- Sales & Marketing Representatives
 - Inside Sales
- Product Managers
 - Supplier Relations
- Field Application Engineers
 - Design assistance, technical support