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CHARLOTTE, NC,  
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**BIESSE APPOINTS NORTH AMERICAN  
SERVICE AND PARTS MANAGER**

**Charlotte, NC, November 30, 2007 –**

Over the past few months, Biesse has restructured its North America Service Management Team to focus on the goal of optimizing service levels. Along with Cardarelli, Peter Magennis and Michelle Schaffran complete the team in the roles of Technical Manager and Process Improvement Manager respectively. The position of Customer Service Administrative Coordinator has also been created to handle customer service issues requiring special attention.

Among other service-related projects, the North America Service Management Team is overseeing Biesse's Six Sigma process improvement initiative. Since launching the initiative in August 2007, Biesse has been conducting Voice of the Customer (VOC) phone surveys in the U.S. and Canada to evaluate the customer experience with regard to technicians, parts availability and customer support.



"Feedback has been positive thus far," noted Cardarelli. "Most importantly, the surveys are providing us with clear direction as to what we can do to ensure that customers have the best possible experience. We're not only listening. We're taking action."

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Biesse's steady growth and ongoing plans for expansion in North America are the driving force behind the company's efforts to optimize service. At the end of Q3, parent company Biesse S.p.A. posted double-digit growth—+25.2% in revenue and +17.8% in net profit as of September 30, 2007. As Federico Broccoli, President and CEO of Biesse America and Intermac America remarked, "We consider continuous improvement in all areas of service fundamental to increasing market share and meeting the needs of an expanding customer base."

**ABOUT BIESSE S.p.A.** – Founded in 1969 in Pesaro, Italy, Biesse S.p.A. is a leading manufacturer of woodworking, glass and stone fabrication equipment, supplying innovative engineering solutions to the panel machining and furniture making industries. # 1 in the manufacture and sale of CNC machines, Biesse S.p.A.'s products range from turnkey systems to individual machines, workstations and high-tech components. Along with an extensive global distribution network, Biesse S.p.A. has 18 subsidiaries on five continents and 2,400 employees.

Biesse S.p.A.'s North American presence is comprised of woodworking divisions Biesse America (Charlotte, NC) and Biesse Canada (Montreal, QC), and Intermac America (Charlotte, NC), the company's stone and glass division.

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