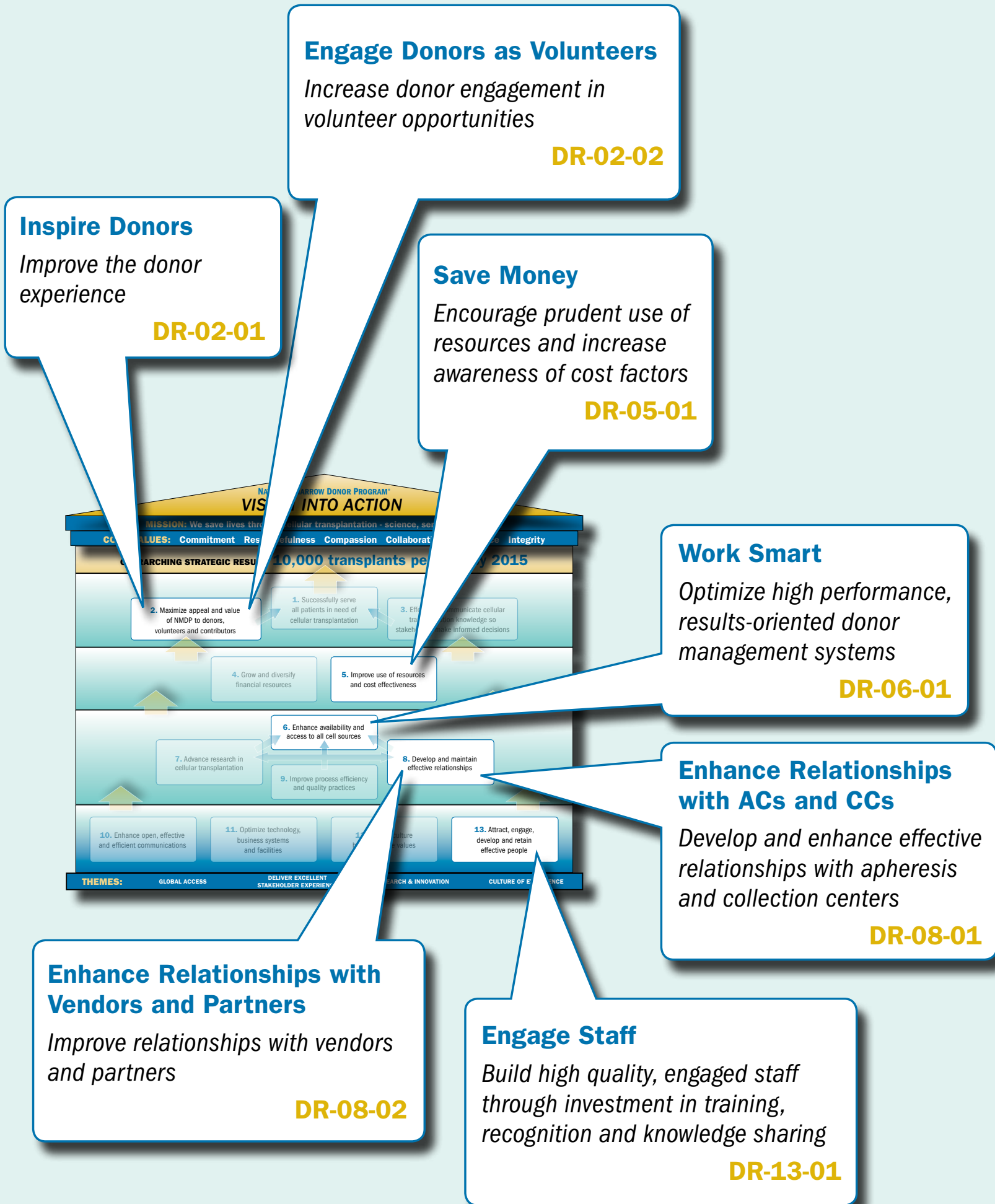


NATIONAL MARROW DONOR PROGRAM®
VISION INTO ACTION

MISSION: We save lives through cellular transplantation - science, service and support

OVERARCHING STRATEGIC RESULT: **10,000 transplants per year by 2015**

Donor Resources Department



Donor Resources supports the following NMDP Strategic Objectives:

- 2.** Maximize appeal and value of NMDP to donors, volunteers and contributors
- 5.** Improve use of resources and cost effectiveness
- 6.** Enhance availability and access to all cell sources
- 8.** Develop and maintain effective relationships
- 13.** Attract, engage, develop and retain effective people

How the Donor Resources department supports Vision into Action: By building a high quality staff that is engaged in the NMDP's Mission and Vision through investment in training and knowledge sharing. This investment will lead to improved relationships with apheresis and collection centers, in addition to other key vendors, to improve donor clearance times and reduce service errors. That coupled with high performance, results-oriented donor management will lead to prudent use of resources, cost savings and improvement in the donor experience.