



Grady Health System

P.O. Box 26208
80 Jesse Hill, JR. Drive, SE
Atlanta, GA 30335-3801

June 20, 2006

Bisk Education
c/o Dan Munson
9417 Princess Palm Ave.
Tampa, Florida 33619

Dear Sir:

This is a letter of recommendation on behalf of Ms. Karen Young. Ms. Young began a thorough Six Sigma Black Belt Project within the Materials Management Department of The Grady Health System in the fall of 2004. She served as the Six Sigma Leader of the Project throughout the project that lasted for approximately twelve months. Ms. Young proved to be an excellent communicator and expeditor of the process. She quickly developed the Business Case and Goal Statement for the project. She worked closely with management as well as line staff in observing processes, charting data, and assisting in developing goals for the project.

Ms. Young's ability to observe the process, suggest a plan of correction and charting the results of changes proves extremely valuable. She assisted middle management in writing standard operation procedures for key processes. Reduced storeroom inventory by specific line items, made recommendations for staff development and reported a major increase in fill rates of our medical supply deliveries which is largely due to her recommendations and coordinated efforts with staff.

It was exciting to work with Ms. Young throughout the Six Sigma Project. She is very self-confident, is willing to accept responsibility, has high energy level, and stays with the project until the job is complete. I would recommend her for additional Six Sigma Black Belt Projects for other clients.

Respectfully,

Gerald A. Reed
Vice President/CPO
Materials Management
Grady Health System
www.gradyhealthsystem.org

GR/tp

