



Grady Health System

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July 3, 2006

To whom it may concern:

Ms. Young was the leader of the Six Sigma Project for Materials Management at Grady Health System. After she presented the project to the CEO of the Health System, the Vice President of Materials Management immediately bought in. She articulated the goals of the project very well and by her willingness to commit to the project, inspired me to do the same.

Previously we had not monitored our fill rates for Supply Distribution or Central Sterile. Ms. Young requested data from me on numerous occasions and presented our leader with a very disturbing number. Our fill rate was 62%. She stayed on top of it all, constantly keeping our goal in the forefront. On a few occasions, we met at a coffee shop and she taught me how to analyze the data using various Six Sigma tools. I learned how to prepare and articulate a Pareto Analysis, a Fishbone Diagrams and how to create a DMAIC worksheet. Needless to say, our fill rate increased drastically, by the end of the project to 91%.

After the project ended, I continued to use the Pareto Analysis and the DMAIC methodology to solve other problems within the department.

Ms. Young is an excellent leader and the Six Sigma Guru.

Thank you, Karen Young, for making it right.

Sincerely,

Sylvia I. Thomas
Customer Service Manger
Materials Management Operations
Grady Health System