



1750 Stone Ridge Drive
Stone Mountain, Georgia 30083

Cardinal Health is a Fortune 20 organization committed to optimizing Healthcare Supply Chain efficacy and patient safety outcomes. Our work compels us to partner with customers interested in developing efficient robust, cost-effective Supply Chains. We focus on supply chain innovations that are measurable and valuable to Healthcare providers. In February 2004, Grady Health System (located in Atlanta, Georgia) contracted with Cardinal Health for its proprietary LogisticSource program. The LogisticSource offering is designed to enhance and improve process measurement and documentation for large acute care providers in the United States Healthcare market. Cardinal Health implemented its automated storage, just-in-time, and electronic order solutions to provide Grady with real time feedback on the performance of its Medical Surgical Supply Chain. During the first three months of implementation Grady Materials Management staff struggled to utilize the data and actionable information provided by the LogisticSource platform.

Grady's decision to deploy its own Six Sigma consultant, Karen Young, proved to be critical in the Health System's ability to successfully leverage its investment in Cardinal Health's LogisticSource program. Since Six Sigma is a quality and management philosophy used by Cardinal to operationalize our various solutions, we immediately worked to provide Karen data inputs required to execute her Six Sigma MM project work. Karen used key data sets provided by Cardinal and Grady to identify, educate and design effective recommendations for optimizing Grady's recently reengineered Medical Surgical supply chain. Karen's prescriptive statistical analysis and her powerfully compelling graphical illustrations provided the Grady Chief Executive Officer and Chief Procurement Officer with actionable information and a comprehensive roadmap for maximizing the Health System's return on investment and operational synergies garnered as the result of its recent strategic investments in Materials Management infrastructure. Karen's ability to extract information from a mix of observations, process stakeholder interviews, and data analysis resulted in Karen's ability to articulate a synthesized/calibrated vision for the Grady Health System Medical Surgical supply chain. Karen's willingness to support her findings with indisputable data yielded from her deployment of Six Sigma skills and techniques provided clarity and motivation to Supply Chain owners because it encouraged them to accelerate the requisite actions and process enhancements required to improve key "Critical-to-Quality" performance indicators.

Our solutions combined with Karen's Six Sigma leadership have proven themselves extremely valuable in the enhancement and revitalization of the Grady Health System medical Surgical Supply Chain. Working in tandem and executing our joint recommendations, we have and continue to experience measurable improvements in:



1750 Stone Ridge Drive
Stone Mountain, Georgia 30083

- 1) Replenishment efficiency (Supply Stockout reductions lowered by approximately 25%)
- 2) 2) Supply Chain stakeholder morale (GHS Materials Management employees demonstrate greater knowledge and command of processes required to optimize their Supply chain)
- 3) 3) improved End-User Satisfaction (Voice of the Customer tools indicate rising satisfaction amongst Medical Surgical Supply Chains stakeholders)

Karen Young's Six Sigma presence continues to validate our use of Six Sigma strategies as we pursue our ultimate mission of consistently exceeding the expectations and requirements of our customers. Karen's work has been instrumental in promoting positive chain within the Grady Health System Supply Chain. I strongly recommend Karen as a Six Sigma resource, process consultant and leader to organizations interested in operationalizing Six Sigma within their value stream.

Sincerely,

Owen Lawson
LogisticSource Operations Manager
Cardinal Health