



DEPARTMENT OF PATHOLOGY
Henry Ford Hospital

Henry Ford Hospital
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March 23, 2011

Daryl Patrishkoff, PMP
THE CENTER FOR PROFESSIONAL STUDIES
200 East Big Beaver Road
Troy, MI 48084

Dear Daryl,

We would like to take this opportunity to thank and congratulate your team for a successful project here at Henry Ford Hospital, Transfusion Medicine Division.

As you know our volunteer program is directly associated with the Quality Systems Division in Pathology and Laboratory Medicine and is directed by Dr. Ricard Zarbo, Chair and Senior Vice President. Your team was guided directly under the leadership of Dr. Ileana Lopez the Medical Director of Transfusion Medicine Division.

The project "The Apheresis Plasma Exchange Procedure" was to investigate and identify possible gaps in billable charges to Transfusion Medicine Division in both Inpatient and Outpatient population.

We have enjoyed working with the team of Six Sigma Black Belt students, Kristine West, Margo Kaminska and Warren Morski and respected their enthusiasm, professionalism and diligence in meticulous data mining to identify root causes and potential improvement action items to get the project completed in five months.

To date we have implemented generation of written orders filled by Pharmacy for Albumin, Calcium gluconate and blood products for the Blood Bank.

We thank you again for the committed effort and outstanding performance in getting this project completed.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ruan Varney".

Ruan Varney

The appointed Director of Six Sigma Internship Program through the Quality Systems Division



To: Whom it may concern,

With the help of John and the whole team here at Winter Sausage / Norwegian Jake's we have seen a dramatic improvement in our oxygen levels, throughput and use of modified atmosphere packaging gas. The lower oxygen levels across all products have helped in increasing our shelf life of products to a minimum of 65 days vs. 60 days. The standardization of the equipment settings and control limits has also diminished the complexity of changing settings for our different products. The throughput of the line is increasing to point that we are at levels not experienced in the past and the mindset of the team is to always look at ways to improve. We are now looking at ways to improve the JPM throughput of the Nacho product since all other items are basically put to bed. The usage of our modified atmosphere gas has also decreased substantially with the process put in place and has improved our cost dramatically.

I consider this project a success and look forward to using the tools learned to identify other areas for improvement and cost savings.

Sincerely,

A handwritten signature in cursive script that reads "Greg Van Hazenbrouck". The signature is written in dark ink and is positioned above the printed name.

Greg VanHazenbrouck
General Manager

Winter Sausage Mfg., Co.
22011 Gratiot, Eastpointe, MI 48021
Phone: 586-777-9080 Fax: 586-777-7996



March 29, 2010

Daryl Patrishkoff, PMP
THE CENTER FOR PROFESSIONAL STUDIES
200 East Big Beaver Road
Troy, MI 48084

Daryl,

I would like to take this opportunity to thank and congratulate your team for a successful project here at US Manufacturing.

The team of Engineers here at USM enjoyed working with the black belt team and respected their enthusiasm, professionalism and their meticulous data mining to identify root caused and potential improvement actions.

To date we have seen dramatic improvement in scrap reduction, elimination of repairs and raising our OEE on our 5A differential case line. What used to be our number one scrap line and lowest OEE line is no longer appearing in our TOP 5. We still have a couple of actions recommended by the team to complete, which I expect will result in additional improvements.

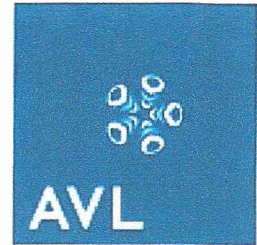
I consider the project a complete success and look forward to working another black belt team from CPS in the future.

Regards,

A handwritten signature in black ink, appearing to read 'Floyd H. Gryzelius', is written over the typed name.

Floyd H. Gryzelius
Director of Engineering

Cc: D. Patrishkoff
C. Andrades
J. Singh
D. Cotton
B. Simon
J. Simon



CPS

AVL AMERICAS, INC.
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PLYMOUTH, MI 48170-2438
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FAX (734) 414-9690

Contact Person
Andreas Fredrich

Tel. No.
248-379-5604

Email
Andreas.Fredrich@avl.com

Contact Person
April 20, 2010


Subject: Hotline Lean Six Sigma Project

We at AVL would like to thank CPS, Dave Patrishkoff, Sharon Martin and Michael Readwin for the teamwork and dedication in completing the Hotline Lean Six Sigma Project. The 6 month long DMAIC process resulted in a 50% improvement for call resolution by the Hotline while decreasing the average time for issue resolution by 60%. This was achieved by creating a common data location and a call log data system using SharePoint. Both are referenced in "real time" to resolve customer issues.

This activity exceeded our expectations and provides improved visibility for all Hotline calls. This data collection will continue to validate future improvements throughout 2010. Other continuous improvement ideas, uncovered through this project, will continue to improve future customer satisfaction. One day, the hotline may become a profit center through the outstanding service provided to all AVL customer served.

Thanks again on a job well done.

Sincerely,


AVL Team

Andreas Fredrich



May 6, 2010

Subject: QMC and CPS Six-Sigma project (Hemmer change over)

Dear CPS team,

Thanks you! Sometimes it's really that simple.

When QMC and CPS created a strategic partnership to help bring students at CPS to certification in your many offerings we did not realize how much we would become the students as well. The Six Sigma partnership has helped us immensely in our thoughts of business as well as contributed to the bottom line.

I would like to thank the specific team of Bill Haskell, Mack Manning and Steve Kupa for their efforts in deep diving our process of change over at our hemming cell and providing excellent process feedback which lead to a 80% reduction in setup time in one of our highest capacity resources. Observations by the team also contributed to QMC lead projects which yielded a throughput increase of 75%. This increase has reduced overall cost to these products through the cell as well as opened up capacity in one of our best margined resources.

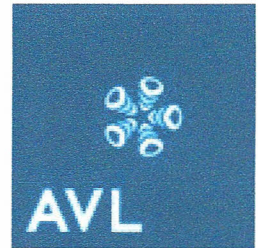
The partnership has also inspired us to continue Six-Sigma activities with 2 additional CSP-QMC teams working on projects in our facilities now, and we are preparing to send some of our team through your certification course for certification in the fall.

We look forward to a continued partnership with CPS on future certification programs and what the future holds.

Sincerely,

A handwritten signature in black ink, appearing to read "E. Long", written in a cursive style.

Eugene Long
Director of Program Management
Quality Metalcraft



INSTRUMENTATION & TEST SYSTEMS, INC.
46097 COMMERCE CENTER DRIVE
PLYMOUTH, MI 48170
TEL (734) 414-9600
FAX (734) 927-0653

September 20, 2010

To: Dave Patrishkoff

Subject: AVL Parts and Service Quoting Lean Six Sigma Project

Dear Dave,

This letter is to inform you of the completion of our LSS project. I have received Gilbert Quick's final report on the project and concur with its findings. We have, based on one of the findings co-located a member of our Inside Sales Group with our Parts and Service quoting team. The results of this move have been positive. We have greatly reduced errors and the need for redo loops in the quote process. The people involved have been able to discuss face to face any problems or questions regarding quote requirements.

I want to thank you and Gil for participating with us on this project. Your effort and insight has shown us a valuable perspective on how to maintain and improve the processes behind our work.

Regards,
AVL INSTRUMENTATION AND TEST SYSTEMS, INC.

A handwritten signature in blue ink, appearing to read "Greg Weyhing". The signature is fluid and cursive, written over a light blue horizontal line.

Greg Weyhing
NA Service Operations Manager

Cc: Michel Yasso – Director, Customer Service
Kelly Fushi – Manager, Parts and Repairs



November 5, 2010

Subject: QMC and CPS Six-Sigma project (Die changeover)

Ms. Grossbach,

Thanks you! We truly appreciate what you've done!

As you know our relationship with CPS on the Six-Sigma certification program is not new. Our expectations however are always exceeded through the programs to our surprise. This project is no exception.

During the course of the Die Changeover process you and your team were able to qualify some of the missing points in our organization and lead us to the proverbial stream by using data and fact. The key points of daily event boards, visual management flags, and the readiness checklist have significantly improved the process in our plant. We are more organized, more precise and most importantly more efficient. The reduction statistics have cut our die tryout time by over 50% and is showing a estimated cost savings of up to \$50,000.00. It also opens up additional capacity for QMC to seek business to fill.

We thank you again for your committed efforts and outstanding performance. We also wish you the best of luck with your new certification as it is well deserved. We hope to work together with you again in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "E. Long", written over a light blue circular background.

Eugene Long
Director of Program Management
Quality Metalcraft



November 5, 2010

Subject: QMC and CPS Six-Sigma project (Laser setup)

Mr. Barraza,

Thanks you! We truly appreciate what you've done!

As you know our relationship with CPS on the Six-Sigma certification program is not new. Our expectations however are always exceeded through the programs to our surprise. This project is no exception.

During the course of the Laser setup process you and your team were able to qualify some of the missing points in our organization and lead us to the proverbial stream by using data and fact. The key points of committed support during the buyoff, and the readiness checklist have significantly improved the process in our plant. We are more organized, more precise and most importantly more efficient. We are in the implementation phase now and already seeing exciting results. This resource is our plan bottleneck and this project we anticipate will gain us up to 25% additional capacity which is a major difference in this business. We anticipate less outsourcing and higher margins due to these improvements.

We thank you again for your committed efforts and outstanding performance. We also wish you the best of luck with your new certification as it is well deserved. We hope to work together with you again in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "E. Long", written in a cursive style.

Eugene Long
Director of Program Management
Quality Metalcraft



November 5, 2010

Subject: QMC and CPS Six-Sigma project (Die changeover)

Mr. Brown,

Thanks you! We truly appreciate what you've done!

As you know our relationship with CPS on the Six-Sigma certification program is not new. Our expectations however are always exceeded through the programs to our surprise. This project is no exception.

During the course of the Die Changeover process you and your team were able to qualify some of the missing points in our organization and lead us to the proverbial stream by using data and fact. The key points of daily event boards, visual management flags, and the readiness checklist have significantly improved the process in our plant. We are more organized, more precise and most importantly more efficient. The reduction statistics have cut our die tryout time by over 50% and is showing a estimated cost savings of up to \$50,000.00. It also opens up additional capacity for QMC to seek business to fill.

We thank you again for your committed efforts and outstanding performance. We also wish you the best of luck with your new certification as it is well deserved. We hope to work together with you again in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "E. Long", written over a light blue horizontal line.

Eugene Long
Director of Program Management
Quality Metalcraft