



Corporate Office  
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Portland, Oregon 97209  
(503) 225-8600

Mr. Edward F. Morrison  
President, TMC Management Engineers  
333 South State Street, #102  
Lake Oswego, OR

Dear Ed:

I would like to compliment you and your staff on the successful completion of our process improvement program. I am very satisfied with the results achieved.

The studies and detailed analysis of our purchasing process has allowed us to implement simplified systems that save time while providing better information to our managers. This is helping us to support our hospitals. In addition, we have eliminated unnecessary work and streamlined the process. Overall, our people are more effective and better focused.

The improvements you implemented in Accounts Payable were specifically targeted and well researched. These, along with the improvements you designed at our hospital locations, will coordinate our processes between operating units better than ever.

An important reason for the success of this program was the professional working relationship you built with our managers. You involved them in the process from the start. As a result, the ideas and improvements were implemented as a team effort.

I am glad your people took the initiative to contact us and get this program up and running. Our organization has greatly benefitted.

Sincerely,

A handwritten signature in black ink that reads "John Klees".

John Klees  
Vice President, Materials Services

JNK:mo