

To Whom It May Concern,

This is a letter of recommendation for An Vos. In 2009 I have employed the Process Excellence/LEAN consulting services of An Vos, a « ValuMetrix consultant EMEA » of OCD and J&J, and her team in the IKTZ Heidelberg Blood Donation and Laboratory for an assessment week. In 2010 we decided to implement LEAN in the patient testing process of our laboratory during 9 weeks. Currently we are still employing LEAN in the Heidelberg laboratory.

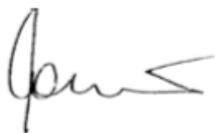
An Vos is an excellent consultant. Her main strength was to improve the patient testing process with “our” team. Due to her patience, empathy, mentoring and facilitation skills and result-oriented focus, she guided and coached us through the LEAN journey.

The main benefits of the Lean implementation and An’s consulting services are:

- **40% stabilization of Turn-Around-Time (TAT)** for all routine RCC orders; **30% improvement (decrease) of TAT** for RCC orders for patients with known blood group
- Predicted reduction of **1 FTE** from patient testing laboratory operation
- Further estimated reduction of **2 FTE** by implementation of AutoVue INNOVA for patient testing
- Development of a **core team of people** that has implemented “Lean” and are therefore available to **spread the benefits** organizationally
- **Lean awareness training and involvement** of all lab staff

I would like to recommend the LEAN services of An Vos and her company ValConEx.

Feel free to contact me for further information.



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