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5/10/11

Supplier Six Sigma, LLC demonstrated great knowledge and insight to our business when implementing a Balanced Scorecard process for our company. We did not have the internal resources or expertise to initiate this project.

They brainstormed with our entire management team to determine the Key Performance Indicators and metrics for each department.

The metrics highlighted our performance in the Customer, Quality, Time, Productivity and Cash areas of our business. They coached our team through the data collection, analysis and metric creation in a few short months.

When the metrics were completed, the trends identified were very revealing. We had no idea how some of these processes were performing! We couldn't wait to show them to our management team and start working on the improvements!

I would recommend Supplier Six Sigma, LLC to any business looking to understand and control their business. They are the experts in implementing a balanced scorecard and metrics process.

Sincerely,

A handwritten signature in black ink that reads "Russ Ballard". The signature is written in a cursive, flowing style.

Russ Ballard
Director of Technology Services