

 **Abington Memorial Hospital**

1200 Old York Road, Abington, PA 19001-3788

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March 27, 2009

Bruce K. Entwisle, President
Nick Ariano, Vice President, Technical
Bruce Jones, General Manager
Harry Miller Corp.
4309 N. Lawrence Street
Philadelphia, PA 19140

Dear Bruce, Nick and Bruce:

I wanted to thank you for taking the time to explain your quality and throughput processes. I have always been fascinated with manufacturing and commercial businesses that are built around efficient and quality controlled processes. You have an incredibly well organized operation. I was very impressed with the efficiency of your process and the attention to the details around insuring quality and customer service.

What we lack in healthcare and my visit to your plant demonstrated is the sleek, clean organization of the workflow with quality checks throughout the process. Chemicals are very different from people and people exhibit greater variability than chemical compounds but good design applies to all processes.

Thank you again for spending your valuable time with me so that I could have a better understanding of your business and workflow processes.

If you would like to visit our hospital, I would be pleased to provide you with a tour and share some of our goals and plans for the future.

Sincerely,



Meg McGoldrick

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