



August 28, 2011

UC DAVIS MEDICAL CENTER  
2315 STOCKTON BOULEVARD  
SACRAMENTO, CALIFORNIA 95817

To whom it may concern:

As the Manager of the UC Davis Medical Center Operating Rooms, I am pleased to write this recommendation letter for the Renoir Consulting Group after our successful engagement with them (07/2010 to 07/2011).

Beginning with the RFP process, the Renoir approach was well-defined, clear and potentially culture-changing. Three things set them apart:

1. Sustainable results
2. Pay for performance
3. Team-based approach to problem solving

Renoir and the Project Manager, Erik Funegard, delivered on these promises and more. Instead of bringing expert application of a specific method of process improvement (lean, six-sigma, etc.), the Renoir consultants trained our team to problem-solve methodically, using the best tools possible for the specific application and bringing in experts in various areas as needed. They also assisted internal UCDCMC support personnel in the production and analysis of dependable data.

Over the course of the project, we achieved and sustained our objectives (over 5,000 hours of usable OR time through first start and turnover process improvements) with the support of the Renoir team. It is several months later now and we are still trending positively in all areas and making drastic improvements in turnover times, specifically.

This is the key difference in working with the Renoir Group; the goal has been achieved and the consultants have left the department, but they have trained our team to continue the work in their absence. With their guidance, our culture has shifted in a way that allows team-based change to be seen as positive and progressive by our staff members.

Financial gains aside, staff, surgeon and patient satisfaction are all affected positively by the dependable systems we are creating and the consistent processes that are now in place thanks to the Renoir group.

Having experienced many engagements with consultants of varying effectiveness, the experience with the Renoir Group is the best cost/benefit ratio I have encountered. The positive changes in our efficiency, culture and overall process improvement momentum cannot be overstated.



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Lastly, our department had been working unsuccessfully on the efficiency processes for over ten years and there was a general assumption that it was an unsolvable problem. There had been efforts in earnest over the course of the two years prior to Renoir's successful engagement. Several consulting agencies had failed when given similar objectives.

Renoir helped us where others failed. This, in addition to the tremendous benefits of the project itself, makes it easy for me to recommend Renoir and Erik Funegard to anyone looking for sustainable process improvement in their department or business. For us, it wasn't just a good idea... it was the right thing to do.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Alo'.

Johannon Olson, RN, BSN  
Manager, Operating Rooms  
UC Davis Medical Center