



Sartorius Stedim India Pvt. Ltd., Bangalore, 562123

Date: 06/04/2014  
Ref: Lean/2013-1014

To,  
Chinmaya Institute of Management,  
#7 D'Costa Layout, 1st Cross,  
(Close to ITC Factory),  
Cooke Town,  
Bangalore – 560 084

Atten: Mr. H V Vasuki

Dear Sir,

Sub: Letter of Appreciation

We would like to thank you for accepting the challenge to make our manufacturing processes lean during the last one year. Chinmaya Institute of Management has helped us a great deal in changing our thinking towards Lean in the last one year that we have been associated. Your guidance has helped us strengthen our delivery commitment, reduce lead times, reduce quality defects and reduce cycle time.

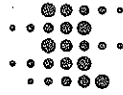
We have successfully implemented the lean tools that were taught to us during the training programs. Your helpful insights during the hand holding sessions also played a vital role in our progress on the lean journey. We have summarised below the major improvements that the lean initiative has brought about in the last 12 months.

Category	2012	2013
Vessel Cycle Time	420 hrs	369 hrs
Vessel Transportation length	22 mtrs	12 mtrs
C vessel Lead time	8 wks	6 wks
Defects per unit-C & D vessels	3	2
Housing inventory-WIP in hsgs	24	6

Sartorius Stedim India Pvt. Ltd.  
No. 69/2 & 69/3, NH-48  
Jakkasandra, Nelamangala  
Bangalore - 562123

Tel. +91.80.43505250 - 52  
Fax +91.80.43505254

biotech.india@  
sartorius-stedim.com  
www.sartorius-stedim.com



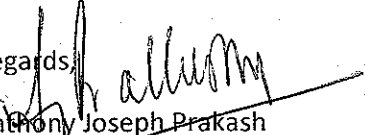
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The holistic approach and commitment from you and your team is highly appreciated. It has been a great learning experience for us. All the levels of management gained through the lean initiatives. This has been a great value addition to our company. I trust that we will continue working together in this Lean journey and will recommend your services to other companies looking to improve their performance.

Regards,

  
Anthony Joseph Prakash  
Head Operations,  
Sartorius Stedim India Pvt. Ltd.,