

**Ravi Pandey**

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**From:** "Steinbauer, Karl OE" <karl.steinbauer@siemens.com>  
**To:** "Dr. Ravi Pandey" <ravi.pandey@biproinc.com>  
**Sent:** Friday, May 09, 2008 6:56 AM  
**Subject:** AW: Business Excellence in Service Engineering

Dear Ravi,

In our journey for business excellence in Service Engineering, we made significant progress. Because of your effort and style, we achieved highest percentage of people who gained competency in Six Sigma, DFSS, and Project Management. The projects completed due to this effort generated one of the highest benefit on a per employee basis in the organization.

Your approach led to these world class achievements by my organization. These accomplishments were directly tied to our strategie and thus we were also able to make wider business and customer impact. Many have used our performance and approach as benchmark for their groups.

I admire your desire to help people to be succesful and hands-on involvement to provide speedy and most effective solution and look forward to working with you in the near future.

Mit freundlichen Grüßen  
Karl Steinbauer

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