

Six Sigma

Private Client Group

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July 1, 2002

Cheryl L. Wild, PhD, CQA  
Wild & Associates, Inc.  
1602 Lawrence Avenue, Suite 110  
Ocean, New Jersey 07712

Dear Dr. Wild:

On behalf of Merrill Lynch, I would like to extend our deepest thanks for the excellent coaching you provided our Six Sigma teams that competed in the Association for Quality and Participation (AQP) Team Excellence Competition. As a result of your efforts, Merrill Lynch achieved unprecedented recognition by capturing two of the top three awards (first and third places) for team excellence offered by the Association for Quality and Participation (AQP). As you know, we competed with teams from all over the United States sponsored by firms such as Emerson Electric (winner of the 2<sup>nd</sup> place award), Bayer Corp., Honda of America and Blue Cross/Blue Shield. These corporations had years of prior experience competing for this prestigious national award. This was the first year that Merrill Lynch competed nationally and we set records—it was the first time two teams from the same company received the top award and our first place team tied for the highest score in the history of the competition!

There is no doubt that our teams (though definitely world class), could not have achieved these records without you. By probing and asking questions about our team's work, you helped us understand how our Six Sigma tools fit with the team excellence criteria. Then you suggested ways of presenting our team stories that could be clearly understood by the audience. Your feedback on multiple versions of our scripts and overheads helped hone our presentations to be the best that they could be—and the best in the nation! Although the Six Sigma tools are excellent, you have helped us to understand the importance of "human issues" in team problem solving, and this understanding will improve our team processes in years to come.

It has been a pleasure working with you and I hope that we will have other opportunities to work together in the future.

Sincerely,

Antonio DeMartino  
USPC Six Sigma Master Black Belt