

From: Mason, Philip
To: [Lord, Dana](#); [Harvey, Greg](#)
Cc: [Douglas, Pamela](#); [Lee, Sunny](#); [Enciso, Marco](#)
Subject: Dana quote
Date: Wednesday, May 21, 2014 1:32:00 PM
Attachments: [image001.png](#)

I reviewed our client feedback RPI video footage and thought this was a good quote worth sharing:

"Part of why I support rapid process improvement is the remarkable relationships and understanding of other people's work that you get from doing it. That can only make us better. It's not a matter of them vs. us, it's all of us together."
-remarks from Dana Lord, Clackamas County Public Health Director, during report out of client feedback Lean RPI (February 26th, 2014)

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