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To Whom It May Concern:

I would like to commend to you Naida Grunden. The VMEC Process Strategies Group, a business unit of the Vermont Manufacturing Extension Center (VMEC), recently sponsored two *Vermont Lean Healthcare Forum* “public” events with Naida as the featured presenter. One *Forum* was hosted at Fletcher Allen HealthCare in Burlington, Vermont and the other at BlueCross & BlueShield of Vermont. Each presentation lasted about 90 minutes and was followed by an open Question and Answer session.

Naida’s material and presentation were organized, very engaging, and well received by the attendees. She fielded audience questions in a confident, clear, and skillful manner. Event feedback forms were all very strong.

Naida is able to speak in a relaxed manner using personal experiences and easy-to-understand examples. She is also a very personable individual and easy to work with. I would not hesitate to recommend her as a public presenter for small or large events.

If you have any questions, please feel free to contact me.

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