

Mary Jane Johnston

From: Shiozaki, Doug [Doug Shiozaki@uhn.on.ca]
Sent: Wednesday, September 12, 2007 3:50 PM
To: Rod Kyle (E-mail)
Cc: Mary Jane Johnston, Sabo, Kathy -TWH, D'Agostino-Rose, Dina
Subject: Thank-you from Toronto Western Hospital

Dear Mr. Kyle,

I would like to express my sincere gratitude for the efforts of First Choice Logistics and in particular Mary Jane Johnston during a very challenging situation faced by our hospital recently. As you are aware with a pending deadline growing near I was assigned the duty of expediting the shipment of some large pieces of equipment from the United States to Canada. Mary Jane contacted me soon after our initial conversation and from that point forward it has been nothing but a positive experience. She was very attentive to our needs and fully understood the expectations. Without getting into too much detail I ended the call feeling fully confident that the delivery would arrive at the expected date and time. Mary Jane made arrangements directly with the manufacturer as well as providing a preferred carrier. The shipment left Minnesota on Monday and arrived at our loading docks Wednesday morning at 7:30am, 30 minutes ahead of schedule to the amazement of our contractors. There was a 2nd shipment sent the following week with similar success.

To put it simply, Mary Jane was an integral part of our team and through her efforts alone we avoided having to make up to 20 phone calls to patients advising them of cancelled surgical cases.

Thank-you on behalf of our patients and staff.

Regards,

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cc: Kathy Sabo - Executive Director and Site Lead, Toronto Western Hospital
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