

Bonnie DiPietro, RN, MS
Retired, VP Operations
Maryland Patient Safety Center

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To Whom It May Concern:

Several years ago, the Maryland Patient Safety Center was seeking a Master Lean Six Sigma instructor to offer programs and certification to our members and others. As the Vice President of Operations, I was fortunate to meet and engage Farrukh Kidwai to teach. Upon first meeting, I knew we had found the right person. In every class he conducted, I was genuinely impressed by his ability to break down complex Six Sigma concepts into something clear, practical, and easy to apply.

Farrukh is a talented teacher, who can walk participants through DMAIC utilizing his vast experience with the process and providing real-world examples. Additionally, he guides the participants through their project work and makes their entire learning experience engaging and useful. Participants leave feeling confident in their knowledge because of Farrukh's clear explanations and supportive style.

Further, Farrukh is always available to answer questions, offer feedback, and give practical advice for applying what participants learn to their actual work. Without hesitation I recommend Farrukh, as his teaching style, expertise and approachability made engaging him one of the best decisions our organization made.

Sincerely,

Bonnie DiPietro, RN, MS
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