

TO: Carlos Genardini (RFH920)
FR: Scott Shumway (R75780)
DA: 26 May 88 at 15:29:54
CC: Gordon Chilton (RLWK10)
Tommy George (RJNN10)
Jim Norling (RF3500)

*Mario
Perez*

RE: SSSP DIVISION SIX SIGMA ROADMAP AND GOALS

I HAVE JUST COMPLETED A REVIEW OF YOUR DIVISION'S SIX SIGMA ROADMAP AND SUPPORTING DETAILED ACTION PLANS AND GOALS --- AN OUTSTANDING PACKAGE. YOUR DIVISION, WITH MARIO PEREZ-WILSON'S EFFORTS IN COORDINATING THE TASK, IS TRULY IMPLEMENTING WHAT WE ARE EXPECTING OF ALL DIVISIONS IN THE SECTOR. THAT IS: APPLICATION OF THE SIX SIGMA ROADMAP AS IT APPLIES AT THE DIVISION LEVEL, GENERATION OF THE SPECIFIC ACTION PLANS AND GOALS TO SUPPORT THE STATED OBJECTIVES AND RATES OF IMPROVEMENT, AND INCORPORATION OF THESE INTO THE DIVISION FIVE YEAR PLANS.

THANKS FOR YOUR LEADERSHIP IN OUR SPS QUALITY IMPROVEMENT PROCESS.
SCOTT
EOM

Carlos.

Thanks - good job!

Jim N.





Welcome to Motorola Semiconductor Products Sector



Even though we may not get the chance to speak with you directly, we'd like to tell you something.

You're special.

Special because this is a people business.

Technology, delivery, quality are "givens." What makes the difference now, today, is our service to you and how you feel we're meeting your needs.

We, our staff, and everyone you come in contact with during your stay here, regards you as a personal responsibility. For your success is our success. Your satisfaction our satisfaction. And our commitment to that linkage and the partnerships we build on it is unfaltering.

So much so, we've made Total Customer Satisfaction our first Sector operational imperative. The superordinate goal which drives our actions across and within every corner of this Sector.

We believe, we're convinced, service is the key industry differentiator that makes or breaks a relationship. With customers, visitors, guests, friends, vendors. Anyone who walks through our front door and

expects to see living, working examples of the quality and professional competence we talk about and document in our speeches, reports and literature.

See quality and competence in action.

See a company whose philosophy generates growth and change.

See creativity, insight, technological flair, imagination and good old-fashioned hard work.

See a renewal and reach towards a manufacturing renaissance that will satisfy your needs today and bring you back tomorrow.

If for any reason, at any time, you wish to speak with either of us, our numbers are: (602) 952-3703/3702.

And our doors are open.

James A. Norling,
Vice-President and
General Manager

Tommy George,
Vice-President and
Asst. General Manager

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