



Laura Leist  
Eliminate Chaos  
6430 174<sup>th</sup> Place SE  
Snohomish, WA 98296

Laura,

I wanted to write you a note to show our appreciation for the work your team did with our corporate office move. I hope you can share our experience with others.

Delta Dental of Washington downsized significantly, without reducing staff, when we moved from our North Seattle office to our South Lake Union office in June 2017. This required some re-thinking about what and how we used storage. The Eliminate Chaos team helped us tremendously.

Our Marketing department stores materials for events across the state. Everything from tooth fairy wings to toothbrushes - lots and lots of toothbrushes. At the North Seattle office, the department used multiple closets, storage rooms and hallways to store hundreds of boxes of materials. Eliminate Chaos listened to the team to understand how they use the materials, performed cleanup, created organization systems and organized the materials so the team can now function with one storage room and a work space near their department.

Arcora, the Foundation for Delta Dental of Washington, was downsizing for the second time. Arcora worked with the Eliminate Chaos team to fit into a revamped space in our North Seattle office in 2015. The Eliminate Chaos team reorganized Arcora again so they were able to move from two storage rooms to one for their informational and training materials.

Our Facilities department needed help in organizing office supplies. We had decided to centralize office supplies rather than have each department manage an inventory of pens, notebooks, etc. Eliminate Chaos worked with our inventory and created storage that was streamlined to match the look of our new corporate space.

Along with these and other department efforts, Eliminate Chaos worked with individuals who were challenged with the concept of moving to a smaller workstation. Eliminate Chaos helped them get past the anxiety and productively use new tools so they let go of the paper storage. A number of the participants were so happy with the experience, they wanted to continue working with the consultant.

All of your efforts were accomplished on the timeline we required and with a very reasonable budget. I wouldn't change anything about the experience.

Sincerely,

A handwritten signature in blue ink that reads "Marla Olson".

Marla Olson  
Senior Project Manager  
Delta Dental of Washington