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**From:** Sunny Balwani [/O=THERANOS ORGANIZATION/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=SBALWANI]  
**Sent:** 1/29/2014 8:36:51 PM  
**To:** Mark Pandori [mpandori@theranos.com]  
**Subject:** RE: processes around samples and results

We need to create a culture of responsibility and ownership in CLIA and until the PM team is involved baby sitting samples and processes, this wont happen. They can help when and where needed and asked by you. But this should be a process decision you should make.

Thanks.

**From:** Mark Pandori  
**Sent:** Wednesday, January 29, 2014 12:34 PM  
**To:** Sunny Balwani  
**Subject:** RE: processes around samples and results

I will begin.

Sent from my Windows Phone

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**From:** Sunny Balwani  
**Sent:** 1/29/2014 12:32 PM  
**To:** Mark Pandori  
**Subject:** processes around samples and results

Mark.

Can you please review all SOPs and process in light of our discussion from yesterday and this issue with results and 27 hour turn around time – to see what we can do to create a perfect experience and processes and responsibilities.

I would like the product management team 100% out of any CLIA matters asap – except for demos.

Thanks.

Sunny Balwani  
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