

**To:** Mark Pandori[mpandori@theranos.com]  
**From:** Sunny Balwani  
**Sent:** Fri 1/31/2014 5:38:07 AM  
**Importance:** Normal  
**Subject:** Re: Today  
**Received:** Fri 1/31/2014 5:38:08 AM

Thank you your work on this. I appreciate and respect it.

On Jan 30, 2014, at 8:43 PM, "Mark Pandori" <[mpandori@theranos.com](mailto:mpandori@theranos.com)> wrote:

Sunny,

Update.

I followed specimens through the process, on foot, essentially all day.

Today, 4 specimens arrived, with a total requisition of 14 tests.

3 of 4 specimens were resultd out today. Turnaround times were 9.5, 9.5 and 7 hours.

Delays today included:

--Calcium failed QC on multiple occasions due to Tecan dilution problems in Normandy;

--Normandy CBC test equipment failure; subsequent repair

--competency examination on required equipment inhibited start time (most likely a one time occurrence)

--microscopy cross training (below)

The singular patient that was not resulted today has a low platelet count on CBC which requires confirmatory testing by microscopy.

The technical issues in Normandy seem random and such issues crop up routinely. This underscores the

considerable need for continual protocol support from Research for these methods, when we move to EMC,

and in general.

The microscopy delay is a newly detected hole in the process. I've indicated displeasure and am aiming to resolve this with cross-training as soon as tomorrow. If all CLS had the ability to do the microscopy, we could have closed all cases tonight.

Aiming higher.

Mark Pandori