

## Message

**From:** Sharada Sivaraman [/O=THERANOS ORGANIZATION/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=SSIVARAMAN]  
**Sent:** 11/20/2013 11:45:27 PM  
**To:** Darren Crandall [dcrandall@theranos.com]; Aurelie Soupe [asoupe@theranos.com]; Erika Cheung [echeung@theranos.com]; Romina Riener [rriener@theranos.com]; Andrew Kim [akim@theranos.com]; Jamie Liu [jliu@theranos.com]; Uyen Do [udo@theranos.com]  
**CC:** Ran Hu [rhu@theranos.com]  
**Subject:** FW: Normandy Lab updates  
**Importance:** High

Please do pay attention to the following email when it comes to all Normandy related communication regarding WAG samples:

In case of QC failure, device issues CTN/BCD issues/ sample not enough volume and any other issues immediately email [Normandy911@theranos.com](mailto:Normandy911@theranos.com) all related team leads are on this list and cc Ran.

For results reporting please send the data file to [results@theranos.com](mailto:results@theranos.com). Remember to use the appropriate most updated template created by Michelle for all 4 assays.

You guys are doing a great job.

Thank you for working so hard and quick,

Sharada

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**From:** Nishit Doshi  
**Sent:** Monday, November 18, 2013 4:08 PM  
**To:** Normandy; ELISA Validation; Color Chemistry; CLIA.Lab  
**Cc:** Product Management Team; Daniel Young; Tina Lin; Michael Chen  
**Subject:** Normandy Lab updates  
**Importance:** High

Hi All,

- We have created a new group Normandy911 [Normandy911@theranos.com](mailto:Normandy911@theranos.com) . ANY issues starting from sample collection to releasing results for clinical samples must be notified to this group. (Examples include but are not limited to: BCD activation failed, Missing vacutainer for running a test, QC failed on a device etc). For issues related to specific workstations, please also include the point person (list displayed in Normandy).
- We have a new schedule and Max will update everyone on the details. I have updated the processing times for Normandy in the google doc spreadsheet as per this new schedule and extended it for the next 2 weeks. During this period, we want to make sure that CLIA is comfortable running all processes of the workflow. <https://docs.google.com/spreadsheet/ccc?key=0Amo0QkzTWFqOdEtEQlJ3N0VjLTgyeWZBdmQ0d25CSVE&usp=sharing>
- Please remember to send all results to [results@theranos.com](mailto:results@theranos.com). CLIA should notify all assay teams if results are not reported within 4 hours of sample arrival.

Thanks

Nishit