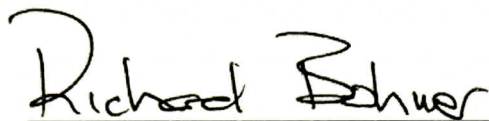


H A R V A R D | B U S I N E S S | S C H O O L

MICHAEL ZIMPFER
HAS SUCCESSFULLY COMPLETED
HEALTHCARE DELIVERY:
ACHIEVING ORGANIZATIONAL EXCELLENCE
JUNE 8 – 13, 2008

IN WITNESS WHEREOF
THE OFFICIAL SIGNATURE AND SEAL
ARE HERETO AFFIXED

DONE AT BOSTON, MASSACHUSETTS


Richard Behuer

FACULTY CHAIR

