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Mr Denis Healy
Managing Director
IBT International
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Dear Denis

Compared with other training programmes PEP is very practical and very applicable. PEP doesn't try to force you into a rigid way of doing things but helps you develop good practices that suit your style and nature of your own work.

In BellSouth having a critical mass of people applying efficient work practices is fantastic. Generally, all employees who have been PEP'd talk about feeling more on top of things, more organised and more efficient - you can pick those who have been PEP'd.

PEP very much relates to quality improvement. If the definition of quality improvement is "do it once, do it right", the PEP approach is very consistent with this philosophy. Also, the emphasis on planning **and** allowing the time to plan to produce a better end product - with not last minute rush - has to improve quality.

PEP relates to customer service with our ability to respond to customer queries and provide information in a timely, consistent and accurate manner. PEP emphasises all of the above.

PEP had definitely led to increased productivity - less time repeatedly shuffling paper. The "do it now" principle gets things actioned or progressed quickly. Less time is spent searching for missing documents as all required materials are at hand. PEP has resulted in time saving, probably by 20%.



It was great to be able to PEP with my PA, so that we were both involved in setting up and running with the same processes.

I am pleased to say, PEP is the most practical programme I have ever done - immediately applicable!

Yours sincerely

A handwritten signature in blue ink that reads "Jan Mottram". The signature is written in a cursive style with a large initial "J".

Jan Mottram
General Manager, Human Resources