



## Castlemaine Perkins Limited

A.C.N. 009 656 713

5 May 1994

Mr Dennis Healy  
Managing Director  
Institute for Business Technology  
PO Box 331  
**NORTH SYDNEY 2059**

Dear Dennis

Initially I did PEP because I was scrambling to keep up with paperwork - it was taking up too much time. Even though I was coming in on weekends to catch up, I felt it wasn't achieving a great deal.

PEP has given me control. I am now in a confident position to control much of my time. Paperwork has been reduced, prioritised and delegated. Planning has improved. The discipline of PEP has given me a level of control and has meant a level of freedom. More is achieved in less time.

PEP also relates to quality improvement. Quality emanates from a number of issues:

- conformance to plan
- beating plan
- meeting or surpassing expectations
- PEP also reduces waste because more of the inputs are delivered as outputs.

Customer service is also affected. Because more inputs are directed to outputs, results improve and customer service improves. There is more time to deal with customer needs.

Overall the programme is more practical than many. It has longer lasting benefits and effects behavioural changes. It provides a bias for action. We are happy with the results.

Yours sincerely

**W J TAYLOR**  
**TECHNICAL DIRECTOR**

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