



LION NATHAN

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April 12, 1995

Mr D P Healy
Managing Director
Institute for Business Technology
65 Berry Street
NORTH SYDNEY
NSW 2060

Dear Denis,

I am writing to offer some comments on PEP.

PEP has helped me immensely to get an effective system in place to manage work flows and files. I am now more productive and can handle more priorities simultaneously because of this.

PEP certainly relates to quality improvement. For example, in the area of getting things done and getting things done quickly, PEP has enabled me to respond more quickly and effectively to requests.

One of the real benefits of PEP is team building. I am impressed with the way it gives people a common way of tackling work. This contributes to making people interdependent, and what then happens is that the results are significant in terms of both morale and efficiency.

The greatest benefit from PEP for me personally has been a real increase in self confidence. This has enabled me to get on top of things at all times. What amazes me is that it is so easy to install and make work. It is intensely practical and I am pleased to report that the effects are immediate.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Glen Petersen', written in a cursive style.

Glen Petersen
DIRECTOR OF ORGANISATION DEVELOPMENT
LION NATHAN LIMITED