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Mr Denis Healy  
Managing Director  
IBT International  
Level 10,  
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Dear Denis

### **Personal Efficiency Program**

I attended PEP as I needed to get order and control into my day. I needed to get back to a systematic approach to keep my desk tidy and to prioritise my work load. I have a large work load and the need to get "on top" of that.

I began to see the benefits of PEP taking place within a week.

PEP provide me with a better system for follow up as well as logging work tasks in Lotus Notes rather than having a paper based task list.

I now have greater clarity around the amount of work I have to do and the amount of time to get it done. This drives greater focus on prioritising. I used the "important" rather than "urgent" prioritisation system before PEP, but only spasmodically. Now it is used regularly.

The greatest benefits from PEP for me have been:

- Effective filing so documents are easily found
- Effective "To Do" lists within Notes diary so I don't have distracting pile of documents on my desks
- Blanking out time in my diary to do the big ticket tasks rather than allowing my diary to fill up with meetings

PEP has focused me on what I can get done and has enabled me to be more accurate and honest with those who come with additional or urgent (last minute) tasks. It's a good tool for this as it gets people to focus on what really needs to be done.

It is a good exercise for an entire team to do so that there is a common approach to working as well as peer support for the changes we all need to make to our work habits. It helps each individual within a team to focus on doing what is important.

PEP is an extremely practical program; the 1-1 coaching is extremely valuable. PEP is great as it gives you time to implement, it also gives you time to fall back into the old "bad" ways and then reminds you of how you really should be working

Yours sincerely

A handwritten signature in black ink that reads "Craig Buller". The signature is written in a cursive, flowing style with a large initial 'C'.

Craig Buller  
Business Transformation Consultant