



PEPSI-COLA BOTTLERS AUSTRALIA

28 September, 1994

Mr Denis Healy
Managing Director
Institute for Business Technology
PO Box 331
North Sydney NSW 2059

Dear Denis,

I did the PEP program in the first place because it was a company training program which everyone in the department was doing, but I had heard good things about it from others. In fact, it is the best training program of its kind (i.e. Time Management) that I have ever done.

PEP is a logical, easy to understand program for controlling and processing the large amount of paperwork that comes across my desk. It allows people to spend a lot less time looking for things they need in getting organised, and a lot more time concentrating on their priorities and "doing their job". In my current role, I estimate PEP has resulted in personal time savings of approximately 4-5 hours per week.

However, the greatest personal benefit from PEP has been the feeling of being more in control of my working life. This not only helps me achieve more but also has a direct bearing on how I am perceived by customers - both internal and external.

PEP is a simple uniform program which everyone understands across the group/company. As part of our ongoing commitment to continuous improvement we take part of one day each month to "re-PEP" our work areas. It has had very positive outcomes in our team.

Yours sincerely,

A handwritten signature in blue ink that reads "Glenn Vallis".

Glenn Vallis
Finance Manager