



23 May 1997

Jenny Neal
PEP Support Coordinator
Institute for Business Technology
PO Box 6199 Shopping World
North Sydney NSW 2060
AUSTRALIA

Dear Jenny

As you have found, I have been very hard to contact over the last few months due to family commitments and part-time work arrangements. However, I am now back at work and able to give you the feedback I understand you were requesting.

Firstly, without the PEP systems Dennis Healy assisted us with, I doubt if my transition back into the work force would have been so easy. I was able to apply the PEP approach and keep everything manageable.

I find the office lay-out very useful - as long as I keep emptying the project files and either bin them or file them in the system - I find I can physically organise my work space satisfactorily. The hardest task has been the weekly and daily plans - simply because I cannot accurately predict my hours with young children. However, as well as planning for reactive time, I calculate "baby time" in to my planner and if I have a week where I do not have to finish early or rush off to get one of them, then that is a bonus. In fact, the system is so successful that I now find it hard to work without having completed a plan.

Across our department we have a range of results. Dennis could probably predict who would revert to the "old" ways and who would make changes.

Please pass my comments and regard on to Dennis.

Your thoroughness with your follow-up is very impressive.

Yours sincerely

Judy Nicholl

Judy Nicholl
TRAINING AND DEVELOPMENT MANAGER