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Dear Kathryn,

We did PEP in the first place because we recognised that, as we grow, internal organisation is critical. So, to improve this and also to improve communication, the staff recognised the need to have improved self-discipline.

PEP has addressed several problems, for example, communications are now received and acted on without follow up. In addition, productivity, communication, respect for others has improved morale.

The process clearly relates to team building as people learn to appreciate and respect others and move their focus from internal self to external. This has also led to an improvement in customer service and productivity.

Work processes are established and fringe non-essential activities are reduced. The result is important issues are addressed in a timely way.

It is a practical process as it teaches work habits, which can take a lifetime to learn. Staff found this very useful.

Yours faithfully,

DAVID FIGGINS
Country Manager,
New Zealand & Pacific Islands