

**Wednesday, November 27, 2002**

## ***To Whom It May Concern***



Some eighteen months ago I engaged IBT International to conduct two Personal Effectiveness Program sessions for team members under my control.

I am pleased to report that the sessions were well conducted, with effective Facilitators and course structure.

Involved in the sessions were staff recently joined the Commonwealth Banking of Australia as well as some that had some twenty years experience. While the issues raised were known to most involved, the training course brought the issues to the surface more and made the staff members more accountable to addressing the issues.

In addition to workflow improvements, significant gains were also evident with respect of the office layout and the efficiency of the office with more streamline storage and processes in place.

I would strongly recommend the program to anyone interested in streamlining and improving the office layout and processes.

Should you need to contact me, I would welcome discussing the above. My contact details are e-mail [starrmi@cba.com.au](mailto:starrmi@cba.com.au), (0414) 789-660 (mobile), (02) 9378-3617 (work).

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