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Dear Kathy,

I initially did PEP because I hoped it might help change my reactive approach into a more organised style and also to help eliminate interruptions.

PEP has really helped:

- I am better able to utilise Outlook.
- I now plan daily, weekly and monthly activities.
- I delegate work to other team members.
- I have become more focussed on the deadlines that matter to my customers rather than my own.

Importantly, PEP also helped me to breakdown the procedures for recruitment, budgeting, discipline etc and allocate appropriate time to deal with each aspect of those processes in an orderly fashion.

PEP has led to increased productivity. I utilise my Outlook calendar more effectively and concentrate on what I have to complete in the required timeframes - I found myself with free time on my hands. I was then able to increase the time I spend in the control rooms and the workshops.

The follow-up aspect of PEP is important. It isn't easy to change habits of a lifetime. Knowing that the coach was coming to review and build on my efficiency skills helped those skills become habits.

Compared with other programs (I have only done time management where you get the diary planner), PEP is far superior. It helps you apply the skills you learn in the workplace: more importantly, in YOUR OWN workplace.

Yours sincerely



Helen Cook
HR Adviser