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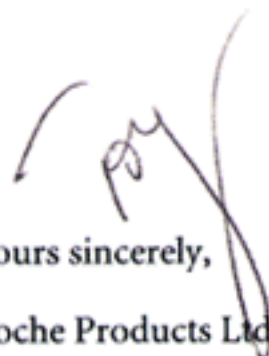
Wewlyn, December 13, 2000
PERSONAL EFFICIENCY PROGRAM (PEP)

Dear Jay

Following the program, for the first time I actually understood how to work with a Personal Assistant. I had been a manager in a senior position for more than ten years, but had never been trained, or understood how I should work with an assistant. PEP gave us a structure whereby we really worked as a team. Before the course my Assistant used to come in with all of the papers, I used to take them from her, put them in my briefcase and take them home. My Assistant now comes in with far fewer papers in the first instance, and for those I do see she leaves the room with a clear action plan for each.

I now rarely procrastinate and have a very clear desk!

The major impact of this has been to free my time for more important long-term issues and planning. This has helped me immensely. The impact the program has had on my team is the constant desire on my part to encourage them all to do the same – not get bogged down in the day-to-day detail.


Yours sincerely,
Roche Products Ltd