
LETTER OF THANKS

TO: Darren Pereira, LMA

FROM: Misbah Khan

DATE: 6th January, 2002

Dear Darren,

As you are aware, I have been part of the Dandenong family since financial year end. At the time of enrolment I was on a steep learning curve in becoming familiar with the culture, people and processes of the site – and most of all, acceptance from my peers and colleagues in a new challenging role.

When I was enrolled in the Personal Productivity course, I undermined what I could possibly achieve results-wise as I really thought it to be just a lecture session with assignments. How hasty was I in making assumptions? Through the duration of the course, I have found myself conditioned into a more positive mindset at work and in my personal life.

The beauty of the course were that the teachings were basically common sense and brought discipline into one's behaviour. I was able to incorporate the course to address a wide range of issues. Some of my win-win goals are set for next year and some are ongoing, irrespective I felt I have made good headway into them already.

Some of the benefits I have achieved/gained include ;

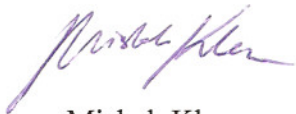
- Preparing and hosting my first Management Review Meeting and QAS Audit to secure accreditation
- Taking control of non-conforming product returns and pick-ups (major problem in past)
- Creating channels for positive feedback to factory personnel and form friendships eg. Giving of cake and lollies and placing 'Product of the Week' on noticeboard
- Capturing all customer/sales complaints to feed back to factory ie. Avoiding repeat errors
- Adjusting my personal nature to the demands of the role –mentoring with Mlan certainly helped in the development of this
- Assuming great control of the QA Department eg. Cleaner organised workspace, issuing clear roles of responsibility to aide more time in High Performance Activities.

The best tool I found was the Goal Planning Sheet which allowed me to crystallise my thoughts on paper. The added fact of being in a weekly class environment in amongst other achievers, was a big motivating force to not get left behind or fail in my weekly goals. The mentoring aspect of the course definitely enhanced my progression in achieving my goals and challenging my assumptions.

One of the greatest benefits I have realised is the new sense of connectivity between each of the core departments. You really got a sense of what its like to be in another colleagues shoes which now certainly helps me service them better.

I owe great thanks for the faith shown in me by Gary, Darren and Milan. The delivery of the course was most professional with a down to earth approach. I would highly recommend the course to anyone who really wants to achieve results.

Best Regards



Misbah Khan