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Alan Keffler
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Dear Alan,

I am writing to you to provide feedback on your recent TS16949 Internal Audit training course performed at Welwyn Components. As a result of this exercise all attendees are now able to perform effective audits using the 'process' approach demonstrated during the training. Without this training and your sustained support in the weeks afterwards we would not have been able to achieve our best ever result at our recent TS16949 continual assessment. I believe that moving forward we have a better understanding of our systems and processes that will enable further improvements to our Quality System.

I look forward to continuing our working relationship and in particular in the next few weeks developing training plans for the APQP process and SPC techniques.

Yours sincerely,

Andrew Bell

Quality Manager