



**Birkby's**  
Plastics Limited

Bill Rouse  
QHSE Manager  
Birkbys Plastics Ltd  
Headlands Road  
Liversedge  
West Yorks  
WF15 6QA

05/07/05

Alan Keffler  
Systems Yield Success

Alan,

Just a brief few lines to thank you for the outstanding service received from Systems Yield Success to our company.

All of the training and awareness sessions were very well received (though one or two of our people who thought they were experts beforehand received a bit of a shock when they realised they were not).

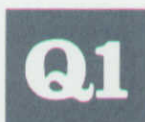
These sessions have been invaluable to our company, and has helped us to address a number of weaknesses as a business.

Your guidance on the TS16949 requirements has also been invaluable to myself.

We, as a company, look forward to working with you in the future.

Best regards

Bill Rouse



Headlands Road  
Liversedge  
West Yorkshire  
England  
WF15 6QA

Telephone: +44 (0)1924 414200  
Fax: +44 (0)1924 400051  
Email: [marketing@birkbys.co.uk](mailto:marketing@birkbys.co.uk)  
Web: [www.birkbys.co.uk](http://www.birkbys.co.uk)

Registered in England & Wales Number: 2486780