

26.02.2010

Dear Alan,

Now that we have finally completed the ISO 9001:2008 project, I would like to take the opportunity to thank you for the overall support that you have given us through the project.

Despite having a Management System, we needed to improve this and link all the aspects of our Business together. The Systems Yield Success process approach enabled us to do this and made us look at effective management of procedures and how they link together.

With any new approach or system, the training of staff within the organisation is a key element to consider. The training given was concise and delivered in a way which was easily understood by all levels of staff within our Company.

Where the future is concerned, we are looking at how we can improve what is already in place and take us to the next level. No doubt our 'gap analysis' will identify further requirements from yourself and we will be in touch accordingly. As I explained to my colleagues recently, now that we have a system in place, we have to treat it like one of my Vintage Motorcycles and that is to constantly monitor its efficiency and performance otherwise we will breakdown and have to spend a great deal of time repairing!

Kind Regards

A handwritten signature in black ink, appearing to read "G. Parkin".

Gary Parkin
Operations & Quality Manager
The Tibbetts Group Ltd