



DUNLOP INDUSTRIES LIMITED

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26th September 2007

**The Managing Consultant
Newtimes Business Solutions
P.O. Box 55546 – 00200
NAIROBI**

Dear Sir.

**RE: MOTIVATION AND STAFF DEVELOPMENT TRAINING HELD ON
15th SEPTEMBER 2007**

The idea of training our shop floor operatives, who were the target of the above course, was as a result of interrogating our training policy in pursuit of continuous performance improvement.

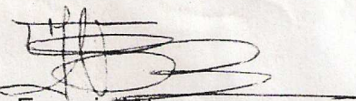
We realized that most open seminars inadvertently set their entry requirements above those of operatives in manufacturing environments hence denying them the opportunity to improve themselves through training. As consequence of this, barriers in communication, motivation, teamwork and transfer of new skills remain a permanent impediment to improvement in manufacturing organizations.

In conceiving the in-house training, we were therefore looking for trainers who would not only understand the participants' special limitations but also be able to deliver the course content within that context.

Having contracted **Newtimes Business Solutions** after careful evaluation, and having listened to and observed the staff attitude to work in the period immediately following the training, we are convinced that our objectives were fully met.

Kindly therefore accept our most sincere appreciation for a job well done and assure you of our readiness to referee yourselves to any intending client

Yours truly,
For Dunlop Industries Limited



Francis Wanyanga
GENERAL MANAGER