

Exel (Australia) Pty Ltd  
A.B.N. 13 005 875 196  
Exel (Australia) Customs Pty Ltd  
A.B.N. 27 000 636 082  
5-7 Western Avenue  
Tullamarine VIC 3043 Australia  
Locked Bag 19  
Tullamarine VIC 3043 Australia

Main Telephone: +61 (0)3 9272 9222  
Main Facsimile: +61 (0)3 9272 9200

Hi Darren,

I just thought I give you a bit of feedback from the Productivity Course I am currently attending.

A few of the things I have taken from the course include the following :-

- Being able to determine where my time and energy is best spent.
- Being able to identify worthwhile goals and knowing how to work towards them.
- Have realized that our organizations biggest obstacle to productivity is our computer system.

I have also been able to implement the following to increase mine and the teams productivity :-

- Have started staff training/multi skilling with 2 staff members.
- I have revised a process to eliminate the need for files sitting on desks which has saved the team 30 mins per day.
- Have delegated 3 tasks to other team members saving me 1 hour per day.
- I was also able to complete the KPI analysis for the first time in March.

On a personal note my wife and I are communicating better and are arguing less and also I am making great progress in the backyard by setting goals.

I hope to be able to make a significant improvement in productivity with the Ericsson ISG team with the ideas and lessons learnt from this course.

As a last comment this course is great for the freight forwarding industry and any one who is looking to have better productivity in not only the workplace but also in their personal lives.

Best Regards



Phil Dean