

To: Griffiths Sheppard Consulting Group Inc.

This note is to share the success we have enjoyed after implementing the T.W.I training that was given by your group.

Initially our previous training method (basically O.T.J.) produced a trained Operator in about 15 months, in our opinion this was acceptable because of how many different products we produce and the fact that we deal with chemicals, so safety was a huge concern.

What really came to light was that every operator had a different way of doing the job, because different people were doing the training and taught them to do it the way they have done it or were taught , “right or wrong”. Consistency was non-existent which lead to safety concerns as well as quality and cost concerns all key factors for failure.

After implementing the T.W.I. Training, (Which still sends chills down my spine that a document prepared for World War II is still the most effective way to train personnel) we have now successfully trained operators in 6 months or less reducing our training time by up to nine months Training has become more consistent from operator to operator and we have not had a lost time accident in years (touch wood).

All in all I am more than pleased with this training method and I look forward to you giving more of our staff this training in the near future and I would like to progress to higher levels of the T.W.I training to enhance what we are already doing.

Brian MacMillan,  
Manufacturing Supervisor  
Engenium Chemicals Corp.