



## Testimonial

**Name of Business:** Westline Distributors Ltd

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**Your experience of the group Business Development Programme - Performance+**

3 staff members attended the programme. This helped to share the time and commitment to attending the workshops throughout the programme. The programme opened our eyes about the things we weren't doing, helped us to identify appropriate training and development relevant to the current business needs and the future needs of the business.

**Your experience of Amacus**

Fine, well organised. Facilitator was very good and followed through on everything. Workshops were well run, inter-active and meaningful.

**The benefits to your business**

Development of our people and more organised systems and processes. We thought we were a well organised company, but the programme workshops opened our eyes as to how we could make sustainable improvements.

The staff benefited enormously. We became more organised, delivered more focussed training and as a result everyone was able to manage their time more effectively. We saved time and became more cost effective as a company. This would not have happened if we had not taken part in this programme. We learned how to involve the staff effectively in the day to day decisions, this increased participation and understanding.

**A phrase to summarise your experience?**

We have been in business for 21 years and have always delivered a first class service to our customers, some of which are still with us now. This programme has helped us to become more organised through staff involvement and improved our systems and as a result we believe that we have enhanced the service we deliver to our valued customers.

**Signed:** Ken Kirsop

**Date:** 9 July 2008