

MENTAL HEALTH SERVICES DIRECTORATE

Mr C J Slavin
Director of Mental Health & Operational Services
Ext 3206



11 March 1999

Our Ref: CJS/KS.Meridian

St. Luke's Hospital
Blackmoorfoot Road
Huddersfield
HD4 5RQ
Tel: 01484 654711

Mr J G Quinn
Meridian Productivity Ltd
24a Ainslie Place
Edinburgh
EH3 6AJ

Dear Jimmy

We have recently completed a project carried out by Meridian Productivity within our Catering Services, with the objective of reducing the cost of improving this service to our patients whilst simultaneously maintaining or improving quality and delivery. I would like to take this opportunity to thank you and your team for their effort and professional approach that allowed us to realise benefits well about your initial projections.

At the start of the project, we had very high expectations of the benefits that such a project could deliver for us and throughout the course of the project, we were not disappointed. The unanimous feeling is that this has been a very worthwhile experience for us in terms of service quality and the new management techniques that have been introduced in addition to the obvious financial benefits that have been realised.

The approach used by Meridian has ensured that there has been complete implementation of new systems and practices throughout the Catering Department and this has given us confidence that the improvements achieved will be perpetuated and built on into the future.

In particular, I would like to thank Frances Campbell, the Project Director, for her enthusiasm and professionalism throughout the course of the project.

I am happy to recommend the services of Meridian to anyone who should be



considering using their services.

Yours sincerely

A handwritten signature in black ink, appearing to read 'C J Slavin', written in a cursive style.

Mr C J Slavin
Director of Mental Health & Operational Services