

St. Luke's
Highfield Road,
Rathgar,
Dublin 6.
Telephone: 4974552
Fax: 4972941

St. Luke's and St. Anne's Hospital

Radiotherapy and Oncology Service

St. Anne's
Northbrook Road,
Dublin 6.
Telephone: 4976778
4976933
Fax: 4976497

Reply to.....

Your Ref.

Our Ref.

21st May 1997.

Mr. James Quinn,
Meridan Productivity Services,
17 Bond Street,
St. Helier,
Jersey.

Dear Jimmy,

We are now in the final stages of your most recent programme in St. Luke's Hospital here in Dublin. I thought I would take this opportunity to reflect on our achievements so far.

The initial study we decided to embark upon was extremely useful in itself - it highlighted many of the issues we assumed were prevalent in the hospital as well as a few management were now aware of. It also gave us a measured analysis of what was required to be undertaken to solve these problems and in what the improvements would be.

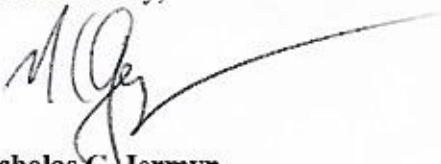
Embarking on the programme, I was once again pleased to see your team working hand in hand with our staff whilst taking them through the change process to achieve the agreed improvements - at all levels from Senior Consultants to individual supervisors. This approach worked well in what could have been a very difficult tactical environment.

The recent presentation to the Board of the final stages vindicated the decision to undertake the programme in the first instance. At this stage they were impressed to see the outcome of a system which now gives management the information to help them make reasoned and calculated decisions in a timely and productive fashion. The fact that to date we have been able also to improve the throughput of patients without adding any costs allows us a flexibility we were not able to have previously. It is clear that the improvements we will achieve will far outweigh the cost of the study.

I look forward to working with your team in the coming year during the perpetuation phase of the programme, and in the meantime I wish you all the best with your effort in the field. If I can be of any assistance in the coming months, please don't hesitate to ask.

With best wishes.

Yours sincerely,



Nicholas C. Jermyn
Chief Executive Officer