

# PAUL ROSCO

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16<sup>th</sup> November 2009.

Dear Sirs,

We had outsourced our warehouse and distribution operation to a large, national third party logistics provider but felt we were not getting value from the arrangement. At the time we were also looking at our whole business process to determine where we could, and should, make improvements and savings.

We appointed Watling Street Consultancy Ltd to offer an independent evaluation of our systems and processes and also to carry out an investigation to assess whether there were any areas where significant savings could be achieved without jeopardising our service to customers. They provided a detailed report following a one week site survey and we are in the process of implementing elements of that report.

I am pleased to say that we have now severed our relationship with the third party provider and have outsourced our transport to a local haulier. Watling Street Consultancy Ltd are overseeing our warehouse operation and introducing new procedures to enable a smoother operation. Bob McKenzie is on site on a daily basis and is acting as Operations Manager to develop our warehouse team and systems.

Savings to date are approximately 20% on our delivered pallet costs which will show annual savings in the region of £100k. In addition, we have commenced with a project to consolidate our stock and provide free space in the warehouse. This will also bring about a rate reduction on the premises producing further cost savings.

The overall project for Watling Street Consultancy is ongoing but to date we have no regrets and would have no hesitation in recommending them to other businesses in a similar position to ourselves who are looking for some expertise in this area of their operation.

Please do not hesitate to contact me should you require any further information.

Kindest Regards

Nick Venezia  
Director