



Cwm Cynon Industrial Estate
Mountain Ash
Mid Glamorgan
CF45 4ER

18th April 2013

Re: More Training

More Training have been delivering training programmes at UPG for several years, including two Welsh Government funded projects. All staff members were trained with programmes tailored to their individual job roles, from Management and Customer Service to technical and direct roles. They also provided all colleagues with underpinning knowledge in a comprehensive suite of Health & Safety and Environmental Awareness courses, as well as developing bespoke courses to suit our specific requirements.

Business Improvement Techniques has been delivered throughout the facility, cross-functional teams were given the tools to enable them to identify potential areas of improvement within their processes and challenge productivity targets. All attendees, functional, administrative and technical, found the training sessions interactive, challenging and productive despite a significant variation in system process knowledge. Novices had their first introduction and gained a better understanding of the range of processes used at UPG and how to identify and implement process improvements. More experienced staff enhanced their skills and led improvement teams.

Delivery and administration of all courses is always conducted to the highest standards with professionalism and attention to detail, and all members of the More Training team operate with efficiency and courtesy at all times. I would recommend More Training to any organisation.

Yours sincerely

A handwritten signature in black ink that reads 'Lee Bowen' followed by a period.

Lee Bowen

General Manager
UPG Wales