

4th January 2007

Leigh Infirmary
The Avenue
Leigh
WN7 1HS

Mr D Thyer
Olympus Associates Ltd
iBIC Centre
Aston Science Park
Birmingham
B7 4EJ

Dear David

We are now into our second year of using the KitMan System, we have been impressed with the level of service that Olympus Associates have provided. From the outset everyone has conducted themselves very professionally and the training we have received has been comprehensive.

The level of support given to us has been first class, whenever we have had a problem it has been resolved immediately over the telephone; I cannot recall an occasion when we have not received an immediate response. The system was set up initially being customised to our mode of operation and has been one of the few programs that we could use without having to input data ourselves.

During this first period we have made significant cost savings, far in excess of the annual licence fee and we now have important management information which in the past has taken hours to obtain and in some cases, has proven impossible to achieve.

We now know the cost of each meal produced, which is always updated automatically following any product price changes and also any product changes. We can now forecast recipe menus and volumes for each week of the year for all patients and departments ensuring we are producing a balanced menu, knowing this is within our budgeted costs for the year. This is something that we could not do before, it also ensures that if we are exceeding our budgets we are aware of it quickly and can engineer recipes in such a way that we reduce costs whilst still maintaining a balanced menu.

We are looking forward to the new enhancements enabling us to forecast meal requirements for each ward allowing for admissions, dismissals, patients going to theatre etc, this will reduce wastage significantly and will provide the Trust with substantial cost savings. The added facility of allowing us to have reserve meals for emergencies means that we can manage the food service at all times.

Our ability to control purchasing to suppliers, incorporating nutritional values, capturing financial information for the accounts department ensures that this is a universal system that can be used throughout the department.

We now have labour efficiencies, control of costs, financial savings and management information. I have no hesitation in recommending the KitMan System to all hospitals.

Yours sincerely



Paul Riley MHCIMA
Hotel Services Manager