

10<sup>th</sup> September 2010

Mr Chris Heath  
Heath Research Services  
P O Box 873  
Napier

Dear Chris

We wish to express our appreciation with the assistance provided to us in establishing an Administration Manual for our business.

One of our key requirements in seeking professional assistance for technical writing was to develop a set of standard procedures for an effective writing programme that is consistent in terms of the relevance of the information and the style. As we progressively reviewing and updating the policies, processes and procedures relevant to our business.

The Administration Manual was developed to provide business continuity for a critical process, which has been achieved. The process of putting together the manual allowed us to critically review some processes and procedure as to relevance and provided opportunities to streamline them and achieve operational efficiencies.

The users of the manual have found that the information is in a logical sequence and it is easy to follow.

Thank you for your help and guidance in achieving our desired outcome.

Yours faithfully  
**Manchester Unity Credit Union**

  
**Signature Hidden for Security Reasons**

Rhonda Henderson  
General Manager