

26th November 2010

Business Reference

To whom it may concern

LABC is a small company employing 16 people with a turnover of £1.5m. We had encountered a couple of serious HR issues which made us realise that we needed completely to review our whole HR framework.

We were introduced to Marilyn Smyth at 'Making a Difference' and she made an immediate positive contribution. In a very short period she had supported us to introduce a comprehensive set of HR policies. In addition she undertook a company-wide Job Evaluation resulting in new job descriptions, new pay bands and a new organisation. Along the way she dealt with a compromise agreement where Marilyn's advice and negotiations saved us a great deal of time and money. She designed and supported us in introducing a new appraisal system, and handled the company's first maternity leave. We established an independent advice line for employees by Marilyn who has been both quick to respond and helpful to them.

Whilst these may be standard tasks, they create an enormous additional workload in a small business because we lack specialist knowledge and experience. Our potential for making incorrect decisions was great. We had a serious business risk.

With input from 'Making a Difference' we made fast progress and I was delighted to find that tackling outstanding HR issues brought big benefits to our business. Where we used to 'fudge' issues and confuse staff, we now have clarity. Employees are reacting positively because they know where they stand and what is expected. Our management team is more coherent and coordinated. We have far greater alignment of our business strategy with team goals and personal objectives. Our costs are down, our revenue is up and we have happier employees.

Best of all is that it has been affordable, and the service has been first class. We looked at helpline services and talked to other bigger consultancies. However, we find that 'Making a Difference' is more affordable and provides a personal service tailored to our needs.

Marilyn Smyth's business lives up to its name and has "made a difference" to LABC. I am delighted to recommend the company to other businesses.

Yours faithfully

A handwritten signature in blue ink that reads 'Philip Hammond'.

Philip Hammond
LABC Deputy Chief Executive