



Monitor Business Machines Ltd

Wireless House, 56-58 Grafton Road, Auckland

PO Box 108 042, Symonds Street, Auckland, New Zealand

Phone: +64 9 309 8047, Fax: +64 9 309 8051

www.monitorbm.com

1 August 2009

To Whom it May Concern

Vincent Dirks was employed by Monitor Business Machines from the 1st August 2005 until 1st August 2009. He was also employed from August 1997 until Nov 2001 as a Senior Development and Support Engineer and Project Manager.

In his latter role, Vincent acted as Monitor's Logistics Manager. In this role, he was responsible for the procurement, production and delivery of hardware supplied by Monitor to its local and international customers. Vincent was required to forecast and maintain appropriate inventory levels of both finished goods and components. He was also in charge of the company's small manufacturing facilities and supervised one staff, and liaised with our contract manufacturers and suppliers, placing orders for components and finished goods. He was responsible for our hardware product quality assurance and developed quality assurance procedures for both external suppliers as well as for all internal manufacturing and logistical processes.

Vincent greatly facilitated the company's change over to its new QuickBooks accounting system and undertook a general review of many of the logistical and manufacturing processes of the company. He implemented or improved procedures governing stock handling, sales order entry and tracking, procurement, manufacturing, despatching and invoicing.

In his role, Vincent regularly interacted with customers, receiving orders, and to liaise with them regarding their order status. He took this opportunity to discuss any hardware faults or suggested improvements, and any other specific requirements that our clients may have had. As a result of implementing these product changes Vincent was made responsible for prototyping, development and ultimately the contract production of the mechanical aspects of some of our new products. To this end he worked with contract mechanical designers, our contract metalwork manufacturers and our customers to implement the desired changes. Part of this product development also required artwork for product decals to be completed and Vincent performed this task using Corel Draw. Here he acquired a new supplier who could provide digitally printed decals, enabling Monitor to better customise each of our models and provide our clients with the ability to add their own branding.

Vincent showed an exceptional commitment to the quality of our company's products as well as the processes used to create them. He embodied the continuous improvement mantra and took every practical opportunity to make both large but also many small incremental improvements. For example, Vincent developed and assembled a number of electronic test kits and harnesses to ensure the functionality of various production items. Many of Vincent's responsibilities involved the accounting side of the business and here he implemented a number of improvements concerning the quality of the business data. For example we now have a simple but very effective serial number database he implemented in MS Access and his analysis of historic sales and stocks allowed him to accurately plan future procurement and production requirements.

In his role Vincent regularly investigated alternate suppliers for new and existing components, and he was often responsible for negotiating final pricing with them.

In the workshop, Vincent was responsible for 1 staff member who assisted him in production but also performed many of the clerical tasks of sales order entry, processing inwards goods, and the despatch of orders to our clients. He regarded this responsibility of supervision seriously and worked hard at their continued development and growth into new and expanded responsibilities.

In the course of his described duties he developed a number of novel database and spreadsheet based solutions and demonstrated considerable skills with these types of tools.

Vincent proved himself a reliable and trustworthy member of our team who contributed significantly to the business. He leaves us for personal reasons to better support his young family.

I have no hesitation in recommending Vincent to a future employer and wish him every success in his future employment.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Mike Ogram', with a stylized flourish at the end.

Mike Ogram
Chief Technology Officer

Vince Dirks Reference.docx