



Technical v Genuine



Whats in Pete's Mind







Service Improvement Super Heroes



An idea was developed



Its all about the name



Pete now becomes Penny
and it cost us pennies

The Results

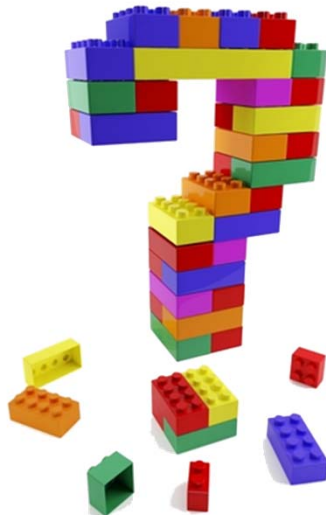


Award Winning





Questions



**Making your
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Simon Penaluna
s.penaluna@peaksplains.org

Greg Bones
g.bones@peaksplains.org

