

Unit 8A
Arden Grove Office Park
Racecourse Rd
Montague Gardens
Cape Town
29 September 2005

Dear Wilhelm

Thank you very much for the opportunity to be part of your Knowledge Capturing project. I thoroughly enjoyed the process and found it very insightful.

In response to the specific points you've mentioned:

Easy or Difficult

I found the process to be slightly difficult in the beginning, but as we did more and more sessions, it started to become easier and easier until even I ventured an attempt on the Career Management Workshop! I particularly enjoyed the way the interviews seemed to help me order my mind when I could view what we were doing on the projected screen.

Accuracy of the Knowledge

As far as I know, we have covered every aspect of my involvement in CRS. We could probably have spent a little more time on the conversion process, but you've got the R&D Dept to assist there. I don't think we would have been able to capture that amount of knowledge in that amount of time using any other system - not to mention having to read through it in any other format!

Comments

I can only add that I was pleasantly surprised by what we have achieved in such short time, and that I believe you'll be able to really use this method to a very great extend in CRS in the future.

Good luck with your studies!

Annaretha