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During our initial work with Diana Garren of True Perceptions, we prepared written procedures for each job description, along with an employee manual. Although it was a tremendous amount of work to create these documents, the time and energy it has saved us in the long run has been immeasurable.

The procedures have been invaluable when training new staff members. The response from new staff members has been very positive, stating that they have never worked at a company with such organized and informative training procedures. It makes their job easier and keeps the quantity of questions to a minimum.

The procedures have also allowed complete consistency in our work product because they set a standard for each task and designate the final outcome. Our clients receive a consistent product and service for each task, which results in our clients' complete confidence in our company.

The employee manual has served an invaluable purpose because it puts in writing each policy and procedure that our company upholds. The first item that is requested for any type of employee claim is a copy of our employee manual and a copy of the employee's signed receipt for this manual. The manual makes it clear to our staff what is expected from them and what they can expect from our company. Having definitive standards for our company gives our staff a sense of security and confidence.

This infrastructure to our business creates credibility for our company in the business world and also gives us, the owners, a tremendous sense of relief that we have these written standards available for our company's operation and success.

I would strongly recommend the services of Diana Garren and True Perceptions. Diana's expertise in business consulting is a tremendous benefit to any company.

-Wendy E. Murnan, CP, FRP, LPI
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