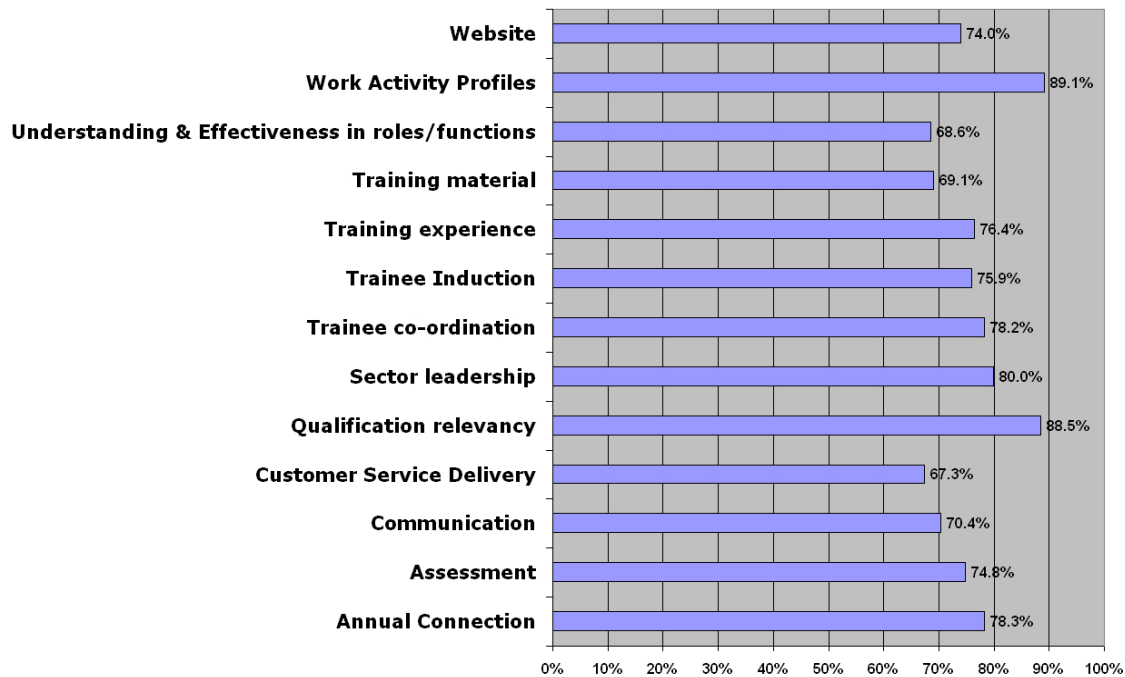


## 2008 Customer Satisfaction Survey



In response to the 2008 survey, ESITO has:

- produced WattsCurrent, a trainee newsletter to address a communication issue identified by trainees
- implemented an induction process for all new trainees so that the training experience is explained to all parties
- produced an induction manual to better inform trainees and their supervisors
- streamlined the electrical pathways Work Activity Profile sheets
- completed a pilot using mobile phone technology for WAPs
- revised all trainee manuals.

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