



Department for
Transport

From the Secretary of State

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Dear Derek,

I am writing to congratulate your team on reaching the shortlist of the Achieving Better for Less Award in the 2011 Civil Service Awards. One of the main challenges of the past few years has been improving the service we offer in increasingly straitened economic times, and the Lean and Benchmarking Division has risen to the challenge admirably in revitalising the way that the Highways Agency works with its supply chain. I was especially interested to learn that many of your suppliers, inspired by your team, now have staff dedicated full-time to the Lean agenda; I think this really does display your team's commitment and pride in their work.

I strongly believe that the highest-performing teams are invariably closely knit. The collaborative spirit and can-do attitude of the team has won warm plaudits from colleagues, and has made significant savings on departmental budgets. I was delighted that your hard work has been recognised in the shortlist of the Achieving Better for Less Award, and I know that Lin Homer joins me in offering personal thanks in addition.

Best wishes,

Justine

JUSTINE GREENING

- Fab job, well done!