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**From:** Andie Harper  
**Sent:** 23 August 2006 08:15  
**To:** Stewart McGarrity  
**Subject:** RE:

Stewart

I concur and have held a session with SDS today. Inevitably things are not always as black and white as they appear. That said we had a reasonably productive meeting and I set Ailsa and Geoff Gilbert off to pursuit of achieving the necessary improvements we need

Andie

-----Original Message-----

From: Stewart McGarrity  
Sent: 22 August 2006 07:09  
To: Andie Harper  
Subject: RE:

Andie,

When GB pointed out at the TPB yesterday that the whole Bus Case process was dependent on JRC delivering, what should have been added is that the procurement and delivery process is, and always has been, super-dependent on the performance of SDS. You would not need to send fax copies of ball-park estimates of change requests to the Board if SDS were producing a quality and timely service - time to reaffirm our requirements in that regard?

I remember when WG became "the man" he got all kinds of assurances from Mike Jenkins as to their commitment to the cause. Is it time for a Harper/Jenkins/Hutchison summit (with WG presence?) to ask where that commitment is now?

S

-----Original Message-----

From: Andie Harper  
Sent: 21 August 2006 18:34  
To: Susan Clark; Trudi Craggs; Willie Fraser; Stewart McGarrity; Suzanne Waugh; Mike Connelly; 'Paul Millington'; Colin McLauchlan; Geoff Gilbert; Bob Dawson; 'Alex Macaulay'  
Subject: RE:

Please review and advise any comments/ major issues or concerns you have with SDS performance. Responses to me by COP. Tuesday.

Thankyou

Andie

-----Original Message-----

From: [scanner-Citypoint@tie.ltd.uk](mailto:scanner-Citypoint@tie.ltd.uk) [<mailto:scanner-Citypoint@tie.ltd.uk>]  
Sent: 21 August 2006 18:27  
To: Andie Harper  
Subject:

This E-mail was sent from "TIE002P001" (Aficio 3260C).

Scan Date: 21.08.2006 19:27:21 (+0200)  
Queries to: [scanner-Citypoint@tie.ltd.uk](mailto:scanner-Citypoint@tie.ltd.uk)