

Nashville Metropolitan Government
GENERAL SERVICES DEPARTMENT

"Attitude, Service, Availability, & Performance"

Nancy Whittemore
Director

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April 19, 2004

Ms. Kim McDoniel, Audit Manager
Metro Department of Finance
Internal Audit Division
222 Third Avenue North, Suite 401
Nashville, TN. 37201

Dear Ms. McDoniel:

This is to acknowledge receipt of the Printing and Postal Services Performance Audit report. After a preliminary review, I am in basic agreement with the findings and will start immediately to plan implementation of the recommendations.

The Department of General Services will work diligently to implement the recommendations of the report. We are eager to coordinate with other Metro departments to implement certain recommendations, and will strive to implement others within the department as soon as possible.

We appreciate the professionalism demonstrated by the auditing staff during the audit. We will keep you informed of the status of the implementation of the audit.

Sincerely,

Nancy Whittemore
Director