

Please contact me at bta.smits@outlook.com for contact information if needed.

DATE 1 February 2017

To whom it may concern,


I confirm that Boy Smits reported to me in his role as Analysis Officer from June 2014 until January 2017.

Boy does not like to be put on the spot, and had difficulties presenting himself in the beginning. He made steps there, but still prefers to work in the background. And that's where Boy added great value to TNT's Service Tower. When he joined the team, he hardly had any technical knowledge, but he showed that he learns quick when it comes to methods, systems and logic. 2 years later, the analysts in TNT's Service Tower are building further on Boy's foundation.

The foundation that Boy created was unprecedented within TNT. When Boy joined, TNT had difficulties finding areas where problems were occurring. Boy developed a method that has now been accepted from local quality improvement teams all the way to corporate board level.

If Boy were to apply for a role in the background, working with methods, data, data structures, etc., he would therefore have my highest recommendation. I am more than happy to provide more details if required.

Yours faithfully,



Johan Beemsterboer  
Former Manager Analytics at TNT (Jan 2014 – Jan 2017)

[Redacted]