

REGIONAL DISTRIBUTORSHIPS

We have to advise that we are now appointing a small number of regional distributors to advance the placement of consultants and agents in some regions.

The regional distributors will manage a small team of people and will be able to capture a percentage of the gross earnings relating to the region that they control.

There should be advantages for clients in that they will enjoy more focused attention.



Business Qualifications, Accreditation & Compliance Specialists

**News & views from Summit
Autumn 2008**



QUALITY ASSURANCE – A NEW DAWN FOR NEW ZEALAND

We are currently experiencing a sudden surge in quality assurance (QA) systems in New Zealand. This is somewhat hard to fathom as the traditional kiwi attitude has been “she’ll be right” and “if it ain’t broke, don’t fix it”. And, of course the traditional “binder twine and # 8 wire” mentality.

We suspect that the move towards quality assurance has been simmering beneath the surface for about five years. We recall that it took years for Japan to go full steam ahead with quality assurance some 70 years ago. In the 1940s we became thoroughly sick of the Japanese “junk” that hit our shores like a tidal wave. Almost everything made in Japan was second or third class in terms of quality, except the aircraft called the zero which was quite effective for their air force. After the war, an American by the name of Edwards Deming was assigned to help rebuild the manufacturing base in Japan. He became well known as a pioneer in Quality Assurance and used a range of tools to effect organisational change in Japan. To the forefront were quality circles and operating systems. More information can be found at web site

<http://www.4ulr.com/products/productquality/jedwardsdemingphil.html?gclid=CNjlvdSF2o8CFRFMYAodHjv44w>.

We have had a few pioneers in this country such as our Bryan Melville. Their work over several decades is now starting to bear fruit. Bryan was responsible for introducing quality assurance to the NZ Dairy Board (now Fonterra) plus some other large companies. Many years later the effect of quality assurance in Fonterra has now trickled down to most dairy farms. They are required to keep records which can be described as simple QA checklists. We also think that the surge of imports from China has had a profound effect on manufacturing in NZ. There has been an awakening that if we cannot compete with Chinese “clap trap” at cheap prices, then we will try and compete by adopting QA - going for quality and better prices.

CHANGING OF THE GUARD

We are pleased to advise that George Carson is finally moving sideways. New managers are being appointed to take control.

George will continue to offer some support but his role will eventually diminish.

Clients should expect to have continuity of access to high quality advice in relationship to various aspects of Occupational Safety, Quality Assurance and Employment laws.



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PREFERRED SUPPLIER STATUS

Why is it important? Firstly, it is not commonly known and even less understood. It is a status given to a small number of suppliers to large organizations in Government, Local Government and the private sector. Secondly, the average business does not believe in preferred supplier status because they have “their own market” and “their own customers”. They “fly on the seat of their pants” continuing to do what they have done for several years, without wondering if they might be able to do it better.

How do we go about it? This can be achieved through the introduction and operation of a QA management system with annual certification. Once a system is operational, it is then possible to circulate documents to target organisations so that preferred supplier status becomes approved. For example, our clients should issue the following documents to target organisations to influence them and to gain acceptance or accreditation: (a) annual certificate, (b) copy of company profile, (c) copy of quality plan example, and (d) site specific safety plan format.

W E Deming



ACCREDITATION? AND WHAT DOES THAT MEAN?

There is now a strong move towards having accreditation. For example, Transit NZ has what it calls “Pre Qualification.” The requirements are set out in a 60 page document that we can either supply or provide the www link to.

Most large organizations do not make it public that they observe QA standards. This means that the average company that has been successful in gaining work, charges blithely on in the mistaken belief that they are already an accredited supplier.

They will only get a huge “wake up” when they lose all of their work when another competitor comes along with the some real accreditations and wins all of the contracts. This will go down as some real “bad luck”.

We recall a client in Rangiora that had hundreds of clients. The owner of the business died and it was taken over by his son who embraced the “Sitesafe” training courses. He then thought he “had got it all covered”. This was his undoing and we asked for our systems back as he did not want to pay any further instalments. One of the staff whom we had trained then set off on his own. The first thing which he did was to implement our systems. Would you believe that he now has captured nearly 50% of the clients of his former employer who cancelled our services?

Just in case you think that this is an isolated circumstance, we will recount that a client in Lyttelton wanted to gain accreditation for the directional drilling to achieve “roll out” of Clear / Vodafone underground wiring networks for Christchurch. The first thing that they did was to implement all three quality management systems from Summit to gain accreditation with the Christchurch City Council. They then succeeded to gain the majority of the network roll out contract.

Just in case you still do not believe us. We recently had a case where a former client wanted to update our certification. Guess who was the manager that we had deal with? Well, he was a former manager of the Christchurch City Council and he wanted our systems to have an up to date audit certificate so that he could then get the contracts with CCC.

SO QUALITY DOES NOT MATTER, DOES IT?

Well of course not. We get this rebuttal almost every day. One of the problems is that NZ legislation does not require company owners to have any formal qualification. We believe that in Europe the minimum requirement is a Diploma in Business before a company can be registered.

Business qualifications and certification are gradually becoming more widely accepted. Buyers are becoming aware of the need to check out brand names, suppliers and whether items have been manufactured to international or AS/NZS standards.

