

Amecor Newsletter

30 September 2013

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"50% of customers expect complaints made over the telephone to be resolved in a single day."

- Dereck Alexander

Introduction

Dear valued Group Members,

A great writer once wrote: "spring passes and one remembers one's innocence. Summer passes and one remembers one's exuberance. Autumn passes and one remembers one's reverence. Winter passes and one remembers one's perseverance." Well done for persevering through a tough winter. The time of year is now upon us to reap the benefits of our efforts and work toward a successful fourth quarter in 2013.

Message from the CEO

In months gone by, the topics of service and service breakdown have become an area of much needed focus. Customer expectations are higher than ever, leaving companies hanging on the thread of their service reputation.

Research suggests that over 50% of customers expect complaints made over the telephone to be resolved in a single day, despite an industry average turnaround of 10 days.

Whilst reading an article on customer care, I came across some key points which I would like to bring to the attention of all Amecor personnel.

By encouraging our customers to complain, we are given the opportunity to resolve the problem and turn them into advocates. Research indicates that 90% of consumers who have a complaint satisfactorily resolved, go on to actively endorse the company in question.

Although most organisations publish a point of contact to their customers, complaints are often lost through referrals and lack of accountability. Customers who make the effort to provide feedback should be rewarded rather than punished. I would like to encourage all staff to take responsibility for any complaints received, and follow up to ensure the problem is accurately resolved.

“Service delivery and complaint monitoring go hand in hand.”

– Dereck Alexander



Tina Tshivhase achieved a performance score of 157.47% for the month of July 2013.



Ester Malinga achieved an astounding 180.57% performance score for the month of June 2013.

Message from the CEO continued...

In addition to allowing open channels of communication, the conduct in which staff approach customer complaints is equally important. Amecor would like to build our service reputation on our personnel's ability to be efficient, effective, courteous and polite at all times.

A lack of empathy amongst poorly trained staff is a frequent complaint by consumers of all industries. Customers do not want to be greeted by members of staff who refuse to try and understand a customer's problem. It is important that all Group members show a degree of empathy and concern surrounding customer grievances, and become informed on issues raised.

Actions which may alleviate complaints going forward consist of simple gestures such as having integrity and being consistent. Many customers claim to feel deceived when a company does not carry out what it has promised to. Sales representatives should ensure that they can deliver on their commitments by checking stock availability and confirming delivery details. Inaccurate or inconsistent advice is a major annoyance. Avoid aggravating errors by promising a solution only to withdraw it once the point of contact is changed.

Service delivery and complaint monitoring go hand in hand. I would like to encourage that each department within the Group keep a formal complaint log. Amecor needs to ensure that all customers are treated the same by recording each complaint, and logging the necessary action taken.

At Amecor, we are innovators in technology, now let's innovate our sales and service delivery.

Employee News

FSK – FSK would like to thank Tina Tshivhase and Ester Malinga, who achieved the top performer positions in the months of July and August respectively.

Tina yielded an impressive score of 157.47% in the month of July, beating both of our previous months' winners. Ester, who is no 'newbie' to our top performing circle, achieved an astounding score of 180.57% for the month of August. Well done Ester!

Congratulations to both Tina and Ester. We are thrilled with your achievements.

In the month of September, FSK sadly bid farewell to three of its longest standing staff members. Connie Trollip, Babsi Banduram, and Susan Maine had been with the company for well over a decade. We would like to send these three ladies our fondest wishes in their retirement, and welcome them to visit us whenever they find the chance.

Employee news continued...

FSK (cont.) – In more recent news, FSK would like to extend a warm welcome to Stephanie Wium, who has been appointed professional assistant to director, Keith Vieira. Stephanie is a “cop turned corporate” and has been in the corporate environment for over 7 years now. In her spare time, Stephanie enjoys motor biking with her partner, reading books, and enjoying eclectic music. Stephanie has a son of 23, and cherishes time spent with family. We look forward to working with Stephanie, and wish her all the best in her role going forward.



FSK bids farewell to Susan, Connie, and Babsi.

Secequip – Secequip would like to welcome Lindie Aiton, who has been appointed as John Rogers’ professional assistant, to the Amecor Group. Lindie is a nature fanatic who enjoys spending time camping, deep sea fishing, and heading off to the remote beaches of St. Lucia with her husband and three children. We look forward to working with Lindie, and are confident that she will be an invaluable addition to our team.

Congratulations to Ansanet Koegelenberg, one of our proud mothers from the Secequip Bloemfontein branch. Ansanet’s children, Gian and Kira, have both been selected to represent the Free State at South Africa’s 2013 National Blackball Junior Championships. We wish the family all the best for the finals.

PDS – PDS and Amecor would like to send a special congratulations to Nichole Peters, who has been promoted from her job in reception to Service Assistant within the Group’s Service Department. We wish Nichole all the best in her future role.



Stephanie Wium – Professional Assistant to Keith Vieira, FSK Electronics.

News from the HR desk

The appointment of Chanel Narainsamy as Human Resources Officer - with effect from 25 September 2013 - serves as one of the building blocks in the establishment of an in-house HR unit, which will focus on sound HR practices throughout the Amecor Group of Companies.

This serves as testimony to Amecor C.E.O., Dereck Alexander’s, commitment to focusing leadership’s attention on our workforce as a strategic priority.

Based at Amecor House, Chanel (a graduate of the University of KZN) has experience as a general HR practitioner and will assist Chris Bell with the consolidation, standardisation and implementation of HR processes throughout the Amecor Group.

Amecor would like to welcome Chanel and wish her a long and mutually beneficial association with us.

Chanel may be contacted at: 📞 011-477 260 ✉ chanel@amecor.com



Chanel Narainsamy – Human Resources Officer for the Amecor Group

Subsidiary news

PDS - The PDS Group of companies had a successful two months of shows and exhibitions. Many product enquiries have been received as a result of the Electra Mining Show held in Botswana. A special thank you goes to Lee Maxwell and Ernst du Plessis for representing the Group.

At a further mining exhibition held in Zimbabwe - 2013 Mine Entra Trade Exhibition – the Gillespie Diesel Services Group was awarded the Best Foreign Exhibit prize. We would like to thank all members involved for their hard work and consistent effort, which made these accolades possible.



Electra Mining Show – Botswana with Lee Maxwell (Left) and Ernst du Plessis (Right)

Secequip - Secequip would like to proudly introduce its newly established CCTV and Access Control division to the Amecor Group. The activities of Amecor subsidiary, Amecor Integrated Solutions (AIS), have been integrated into Secequip with effect from the 1st September 2013. This division will now focus on hi-tech security applications including IP based products. Newly appointed National Sales Manager (CCTV & Access Control), "MJ" Oosthuizen will lead this division, and together with his team members, provide specialist sales, product and support functions. We are confident that this newly integrated division will prove as a valuable addition to both Secequip and the Amecor Group, and wish them all the best in their endeavors.



Secequip CCTV and Access Control team from left to right: Marco della Peruta, Jaco van der Merwe, Simon van Draanen, Wihan Venter, Barend Hoffmann, Manda Cornelissen, Vaughn Tempelhoff, MJ Oosthuizen, Riaan Strydom, and Cassie van der Merwe.



Past events

Mandela Day – On the 18th of July 2013 FSK Staff brought baked muffins and cakes from home to donate to the children of Bosmont Primary School. Congratulations to all FSK staff who participated in Mandela Day! We love your team spirit!



FSK best bakers' of Mandela Day.

Staff competition

Congratulations to **Tokkie Millar**, of FSK Electronics, for submitting the correct answer to last month's staff competition question:

- ★ July question: What industry sector is Amecor listed under on the Johannesburg Stock Exchange?
- ★ Answer: Industrial - Electronics & Electrical Equipment.

September 2013 Question:

- ★ **How old is the Power Development Services Group turning next year?**
 - Answers may be submitted in either written or email format.
 - Answers may be submitted at reception or to sarah@amecor.com.
 - Winner to be announced in our next issue.

Good Luck!



July winner - Natasha van Niekerk, won a winter warmer hamper.



September winner – Tokkie Millar won a death by chocolate hamper.