

Adding Value Through Experience

January 2010



NOW ISO 9001 APPROVED!!!!

As 2009 drew to a close, the general feeling in the South African engineering industry was "Whew!! We are pleased 2009 is over". Multi Alloys also experienced poor trading conditions in the 12 months but we decided that whilst there may have been a lack of business activity in some areas we would invest available time and resources in our business systems.

We are thus extremely pleased and proud to announce that we ended 2009 with the wonderful news that both Multi Alloys and our associated company, Energy Engineered Products, were approved as ISO 9001:2008 suppliers late in the year. Of course the work involved in attaining this recognition started well before 2009 but the decision to maintain our commitment to Quality Assurance despite the tough business conditions was justified. We give credit to our suppliers, service providers and of course our dedicated staff for their support in reaching this prestigious goal.

As always, what is of importance is how this affects you - our customers. For us, ISO 9001 is a journey, not a destination. We have taken the first steps towards providing "perfect" service but the systems we have in place, and which are recognised in the ISO 9001 approval, are intended to ensure continuous improvement and attainment of customer satisfaction consistently. To this end we will continue to identify our own shortcomings and work with suppliers and service providers to address any matters which may in turn affect our performance as a supplier of repute. I would be pleased to know about any aspect for improvement that you identify and early in 2010 we will again be carrying out a Customer Satisfaction Survey.

In conclusion, we also note that towards the end of 2009 we saw an improved order intake and hope that this augurs well for the future.

And so upon reflection, for us 2009 was a good year!!! Here is to 2010!!

TEKNITALK last appeared in September 2009. We alternate our 2 newsletters but with so much to communicate on the business front we have held back on TEKNITALK. It will be back!!!

Feedback on the bi-annual Stainless Steel Conference and Expo which we attended, is on our website - www.multialloys.co.za/biztalk

HOLD THIS THOUGHT

Life is the sum of all your choices

Albert Camus, French novelist

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