

Adding Value Through Experience

NOVEMBER 2009



YEAR END MESSAGE

In many ways 2009 has been a strange year. Whether we liked it or not we were drawn in to participating in the recession and in the past few months business has been "patchy". Fortunately we have managed to identify "green patches" and have also adapted to meet the changed business conditions to the point that we end the year feeling positive and believe that we are well placed to make a success of 2010.

This optimism is of course due to the ongoing support that we enjoy from you our customers. We are grateful and express a heartfelt -

THANK YOU! BAIE DANKIE! NGIYABONGA! KEYA LBOGA!

The role played by our hard working and committed TEAM has been even more important in these tougher times. The sales team, spear headed by Terry, and the folk behind the scenes who take care of administration and logistics / operations are well aware that we have to earn your support. We are challenged to find ways to ADD VALUE but also to demonstrate that "We are big enough to cope but small enough to care!!"

This mail reaches you at about the time that I am again visiting a bi-annual stainless steel conference. It is one of our ways of staying in touch with global trends and also of developing and maintaining relationships with our suppliers all in the quest of ADDING VALUE!! The next issue of BI ZTALK will have the feedback.

I conclude with very best wishes from all of us for the festive season and for a safe, peaceful, relaxing and happy December break. We will be here until mid-day on the 24th December and return on 4th January to tackle 2010 with tenacity

Kindest regards

Ken

HOLD THIS THOUGHT

Experience is one thing that you can't get for nothing.

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