

QUARTELY UPDATE**OCTOBER 2014**

In our previous Newsletter we were somewhat somber as it was written at the start of the NUMSA strike. We were barely affected directly by this but of course, the knock on effect by what you, our customers experienced was very significant. That is history and we are now working to recover lost ground. We are pleased to advise that although conditions remain tough, we have enjoyed a good order intake in recent weeks.

Multi Alloys Seminar

A highlight of the quarter was our very successful Seminar— our largest ever. From the reports received attendees found it very beneficial. About 10% indicated that they had had no formal training of stainless steels and nickel alloys, a clear indication that this a significant "value add" that we offer which hopefully compensates for some experience and knowledge that may be missing within your organizations.

Another seminar has yet to be scheduled but you are welcome to indicate your interest in attending on the website.

We will then contact you as soon as the next Seminar is scheduled.

**BBBEE Rating**

Hot of the press news is that we have just been advised of our new BBBEE rating, and we are pleased and proud to advise that we are now LEVEL 4

We continue to pay attention to this aspect of the business as we are well aware that this has a trickle through effect for our customers.

Our experience as an SMME in respect to some compliance matters appears in a press release which can be accessed at

[SMMEs Part of the Solution](#)

**Customer Satisfaction Survey**

A web based tool we introduced in the quarter was our customer satisfaction survey and this will continue until the end of October. Your views are important to us and the feedback thus far has highlighted some shortcomings.

The last quarter of 2014 is upon us and we look forward to the opportunities that this may bring. We believe one of these is to partner with manufacturing companies who require the assured availability of "specials" and we would welcome the opportunity to discuss your specific needs.

HOLD THIS THOUGHT

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Each other Regardless of Skin, Intellect,
Talents and Years**

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