



# QUALITY UPDATE



KORVEST LTD

**EzyStrut**



INDAX



korvest galvanisers



## Warehouse: Efficiency in 5S



EzyStrut

# Steve Says

Remember:  
Quality Starts with you!

# Warehouse: Efficiency in 5S

### AN ENCOURAGING START...

Since our first issue of the Quality Update newsletter was launched in early June there has been a lot of really encouraging feedback from across the Kilburn site.

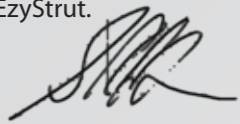
In Issue 2 we look to understand what Shane Lawrance (New Warehouse Manager) and his team are doing in 5S initiatives and how these changes will greatly improve the working efficiency of this department. See page 3 for full story.

5S & visual management training has been conducted throughout the Kilburn site and is currently being rolled out to the Branches where possible. For a more detailed 5S update see the back page. As stated there have been encouraging signs. Let's keep up the good work.

### GALVANISING QUALITY THROUGHOUT KORVEST

Galvanising is an integral part of our business and as we will be aiming to have the Galvanising division ISO9001 ready by the end of 2011 it has become evident that as a group we need to have a clearer understanding of the benefits of galvanising. In the coming couple of months we will be tailoring a training package aimed at educating all of the personnel indirectly involved in the galvanising process in applicable standards. The training package will be delivered to all key stakeholders both locally and nationally.

This training will also be part of an ongoing induction unit to relevant personnel in both direct and indirect areas of Galvanising, Indax and EzyStrut.



- Steve Jeffs  
Quality Manager

### MANUFACTURING TRAINING CONTINUES

To support the new Standard Operating Procedures (SOPs) for EzyStrut Manufacturing, Safe Use and Operation training packages are being developed and rolled out.

These packages focus on the different machine types that exist in the Manufacturing environment and provide an overview of the machine; highlight the safety and operational considerations before set up, during operation, and once the task is completed. Remember safe operators are quality operators and quality operators create quality products.

- Bonnie Richards  
Training Advisor

### WHAT DOES QUALITY MEAN TO PURCHASING?

Quality is the customers' perception of the value of the suppliers' work output.

Delivering what we promise, the first time and every time, is the holy grail of demonstrating quality output as perceived by the customer.

- Daniel Peck  
Purchasing Manager

Daniel Peck



### SHANE'S INSANE ENTHUSIASM

I'm very excited! There are 2 reasons that Korvest staff can adopt 5S. Either because we do as we are told or because we can see how it will benefit our daily work and help us achieve our goals. I'm a member of the second group:

I have a goal of 100% delivery on time with the EzyStrut WH, and in short, adopting 5S practices is going to help me achieve this goal. **Sort:** "Everything has to have its place." I am improving search times in the WH by enforcing this rule everywhere. Every product, tool, and work area is getting or already has its own clear marking as to where it should be. This is saving us valuable time and making us more efficient. Hence, I'm one step closer to reaching my goal of 100% delivery on time with 100% accuracy.

- Shane Lawrance  
Warehouse Manager

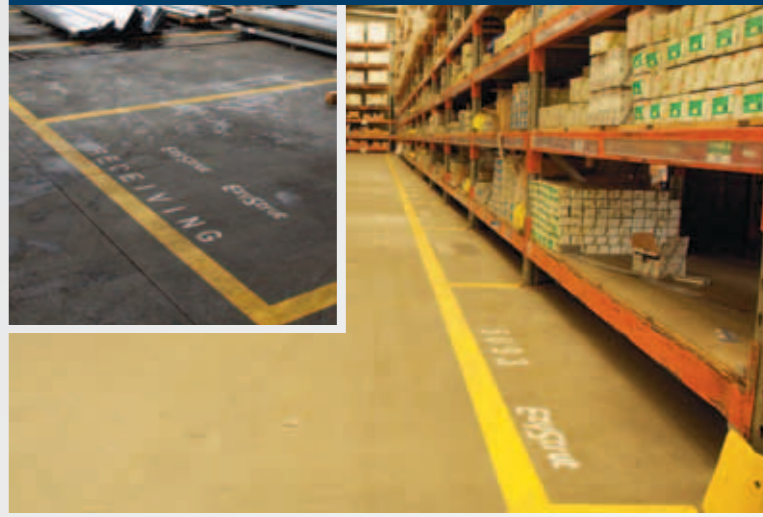
### WHAT DOES QUALITY MEAN TO WH STAFF?

When I was asked the question 'What does quality mean to me' I thought about it and thought what does it mean for EzyStrut products to be of high quality?

Quality therefore, to me, means that something has been measured against a high standard and has exceeded those standards. In regards to manufacturing quality, our products are made to a high quality standard as we have engineers who have tested the products to ensure they measure up against the Australian standards necessary. Top quality service is a vital part of every business and it pays for it to be a big part of the company's growth & success. As the Warehouse Supervisor, I ensure that all our products that are dispatched to our customers are of high quality and always exceed the customer's standards.

- Troy Welbat  
Warehouse Supervisor

A sorted WH ... everything has its place



Troy Welbat ... and his 'Quality Product' Lauchlan



## Feedback

### The Customer

EzyStrut have been the preferred supplier of strut, tray & associated products to the Lawrence & Hanson Dandenong branch since the mid 90's.

We have always had a positive experience with the EzyStrut Melbourne branch. The sales staff appear to be well trained, customer focussed and receptive to our needs whether it is for site delivery or branch delivery.

Stock availability has rarely been an issue and if it has, back orders have been filled promptly.

I have always found Matt and the sales team to be approachable and easy to communicate with. Especially during difficult periods of negotiation relating to pricing which has been a priority recently with the introduction of new competitors.

We will be continuing to support EzyStrut based on our experiences over a long period of time.

- Reece Carter  
Branch Manager  
Lawrence & Hanson Dandenong

## Standard of the Month

### AS4680:2006 for Steel Galvanising

AS4680:2006 governs heavy duty after fabrication hot dip galvanising as opposed to the thinner in-line galvanised coatings such as DuraGal and Galtube.

As the coating is formed by a metallurgical reaction in the zinc kettle, the minimum specified coating thickness is always achieved with modern reactive steel chemistries tending to produce galvanised coatings well in excess of the requirement. Thicker steel sections produce thicker galvanised coatings but even thin material will exceed galvanised coatings obtained by in-line processes.

Explanation supplied by Peter Freeth  
Technical Account Manager, Korvest Galvanisers

## Remember this?



Turn over to see the 5S transformation in Troy's WH Desk

