



# QUALITY UPDATE



KORVEST LTD

**EzyStrut**



**INDAX**



**korvest galvanisers**



## EzyStrut: A Quality Foundation



# Steve Says

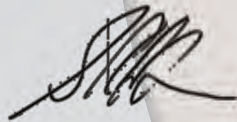
## OUR JOURNEY TOWARDS A QUALITY ORGANISATION

As sure as there was Kevin in '07, there will be a new drive for quality at Korvest Ltd in '11.

We are now launching the first of our Quality Update Newsletters. This monthly newsletter is intended to give all of you a better understanding of the people in our business who drive our 'Quality Culture.'

Each update will delve into the divisions of Korvest Ltd and give you a main story that will capture improvement initiatives that are currently being undertaken within the company. We will provide you with valuable feedback from both internal and external stakeholders on quality of service and product. There will be a section giving employees a chance to express their views on quality and what it means to them.

Another key area that drives quality and reinforces safety is 5S and Visual Management (VM). 5S progress will be discussed as we embark on a new journey in Visual Management, but one that will be sustained, through a good foundation and driven buy a passionate workforce keen on making this organisation not just a safe one, but a quality one.



- Steve Jeffs, Quality Manager

## Quality Starts with You



## Feedback

### The Customer

*Quality is the meeting, or exceeding, of his expectations as a purchaser and most importantly is repeatable on every purchasing experience.*

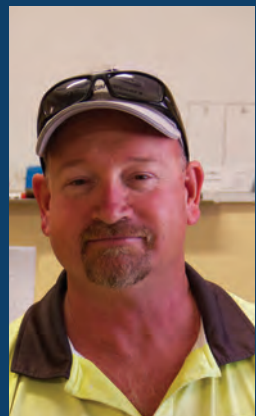
- Rob Milam,  
Aquamate



### The Staff

*Quality is doing what we say we are going to do coupled with supplying a product that you would be prepared to buy yourself.*

- Gerry Hancox,  
Korvest Galvanisers



# EzyStrut: A Quality Foundation

## WHAT'S HAPPENING IN EZYSTRUT MANUFACTURING?

**New Standard Operating Procedures (SOPs)** are being created that are going to be generic for each of the workstations. These will provide a much better foundation and easier to understand template to providing a quality product. These expect to be rolled out bit by bit over the next quarter.

**Training** has been rolled out in the last week of April educating EzyStrut employees on how to better understand the workings of a Manufacturing Order (MO) from Product Description to approving a 1st off. This training will form part of the manufacturing employees' induction going forward.



*Quality can be viewed in a couple of ways. To me, quality from a manufacturing view means having pride and a sense of accomplishment by completing something exactly to a plan or drawing and knowing that it won't come back. Quality from a customer's view is simply receiving the correct/exact product, that I was shown or told I would get by the supplier/manufacturer. To the exact dimensions, specifications or alterations.*

*We all take pride in what we do and with that comes passion which is accompanied by ownership. We are the "KORVEST ARMY BEHIND QUALITY"!*

**- Ludgero Lobo, Afternoon Shift Supervisor: EzyStrut Manufacturing**

## Manufacturing Induction



## Quality First with these guys



## Spot the Difference?

*Quality is our first priority; if we get quality right then our business will grow more and more. We will not lose our customers as we will deliver them good product and make our business proud as we will win more orders.*

**- Chol Duot, Indax**



## EzyStrut Welding Cell

April 2011



May 2011



# 5S Progress

## WHAT IS 5S?

### Sort

Separate the necessary from the unnecessary.

### Set

Position everything that remains so that it is easily accessible. A place for everything and everything in its place.

### Shine

Clean up, sweep up, polish up. Don't forget the 'invisible' areas.

### Standardise

Make cleaning, clearing and checking routine.

### Sustain

Maintain steps 1-4 so as to ensure continuity & commitment.

## How your work space should be changed when adopting 5S Procedures



## WHAT WILL KORVEST BE DOING IN 5S?

Korvest is embarking on a 5S journey over the coming weeks. A cleaning up will occur across all divisions. We aim to sustain this through frequent audits of work areas. This visual management has already been started in some areas as you can see by the photos on page 3 in regards to *Spot the Difference*.

**This represents a desk before a 5S evaluation and cleanup. Stay tuned to see its transformation in the next Quality Newsletter.**



*we deliver on our promise*

**EzyStrut**



**INDAX**



**korvest galvanisers**

To get involved in the Korvest Quality Update, or for further information, contact Steve Jeffs on [steve.jeffs@korvest.com.au](mailto:steve.jeffs@korvest.com.au) or (08) 8360 4551

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