

INTO AFRICA

WEARCHECK has formed an association with a Zimbabwean oil analysis company to overcome the problems being experienced by customers transporting samples into South Africa from neighbouring countries, as more and more local construction companies move across the border to fill their order books.

Zimbabwe

'Most of these samples are coming from customers who have equipment operating in Zimbabwe,' says joint managing director, Gary Brown. 'They need an oil analysis service but are finding it extremely difficult to get used oil samples through customs at the border posts. There is one courier company who seems to be getting results but it is prohibitively expensive. This means that they are not able to monitor their equipment and implement their predictive maintenance programmes as they would like to.'

Solution

'A number of these companies looked to Wearcheck for a solution so, in response to our clients' needs, we have arranged for samples to be submitted to Tribology Services, a reliable laboratory in Harare. They will perform the laboratory analysis and, using Wearcheck software, transmit the information to us

electronically. Our diagnosticians will then interpret the lab results as they are familiar with the equipment and have the full history of the units on hand, and report back to the customer in South Africa. If the site also needs the report, it will be emailed to them via Netcheck.

'This way, the samples do not have to cross the border and our customers receive their oil analysis results as quickly as they would do if the equipment were operating in this country.'

Laboratory manager Alistair Geach spent time at Tribology Services in Harare last month to ensure that their procedures met Wearcheck's standards. He has also instituted a control system of checking samples to make sure that the two laboratories obtain matching results from the same samples on an ongoing basis.

Mobile kit

Wearcheck has created a special mobile courier kit for South African customers to use in Zimbabwe. They are sold in boxes of 20 at a cost of R55 per kit excluding VAT and can be purchased using the product code WAZ20 from Wearcheck's Pinetown and Gauteng offices.

'We believe that the new system could also be extended to other African countries,' says Gary. ✓

Season's Greetings



As the Christmas season approaches and 1998 draws to a close, it is a time to look back on the past year and to express our sincere appreciation to you, our customers, for your valued support and for making our progress possible. May we wish you all a joyous and peaceful Festive Season and a prosperous New Year.

Once again, in lieu of sending out greeting cards, we will be making a donation to the READ Educational Trust, a national charity which is helping to give the gift of literacy to increasing numbers of adults across South Africa.

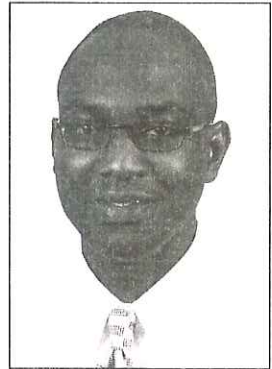
Mobil selects Wearcheck

MOBIL South Africa, who re-entered the South African lubricants market in October 1997, have selected Wearcheck as their oil analysis partner.

'Mobil strives to be the best internationally and any partners we select must be able to meet our exacting standards of service and professionalism,' says Chima Eze, technical services manager for Mobil South Africa.

'We evaluated all the oil analysis companies in South Africa when we returned to the country and decided that Wearcheck best fit Mobil's image in terms of procedure and quality control. Another influencing factor was the fact that Wearcheck's British associate performs oil analysis for Mobil in the UK.

'We view this as a partnership to ensure that our end



Chima Eze, technical services manager for Mobil South Africa.

users are provided with the best possible customer service,' says Mr Eze.

'Mobil has been producing lubricants for over 125 years and is a pioneer in the use of oil analysis for preventive maintenance applications. Backed by a global resource base and experience with oil analysis, Mobil's lubricant maintenance programme gives the customer oil analysis results as tested by Wearcheck and interpreted by Mobil's lubricant engineers. This process not only enhances our customers' maintenance programme, but also reduces costs.' ✓

Wearcheck customer develops oil analysis in Argentina

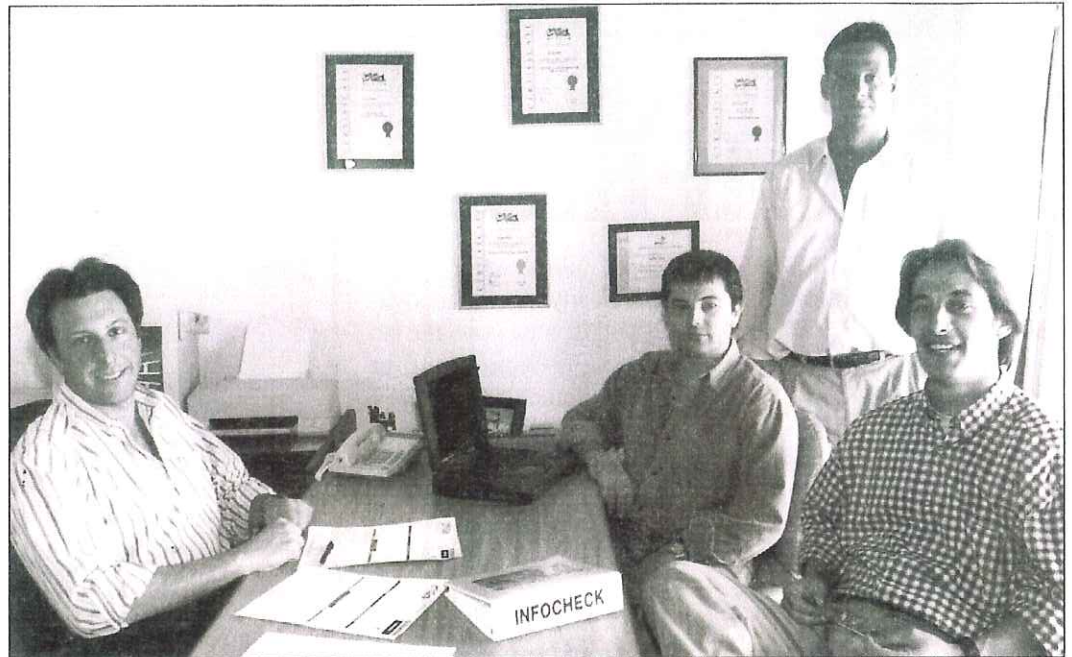
WEARCHECK's longstanding association with the Sansot family in Argentina continues to develop and this year the Sansots have created a new company - Braco SA - which offers a preventive maintenance programme to Argentinian industries, with Wearcheck's service being critical to the operation.

Ricardo Filippi, general manager of Buenos Aires-based Braco, explains, 'We provide this service in conjunction with a vibration analysis company and another which is involved in the bypass micro filtration of oil. We analyse all equipment operated by a new client and propose a predictive maintenance programme which includes oil analysis. It may also involve the supply of water separators and oil additives which we source from South Africa, and hydraulics and engine problems may require bypass microfiltration.'

Oil additives

This business grew out of an oil additives operation which Daniel Sansot started in South Africa several years ago whilst working for his father, Guillermo, who is president of Obrasur SA. Gradually they began to develop a market for these products in Argentina which meant they were using Wearcheck's services more frequently to prove to customers that their products performed as well as they claimed they did.

'I became more involved in the operation as it expanded and began to find more opportunities to use Wearcheck's services,' says Ricardo who has been with Obrasur for ten years.



The management team of Obrasur SA in Argentina: (left to right) Ricardo Filippi, Fabian Mancini, and Guillermo and Daniel Sansot.

Before long they were using the Infocheck programme and visiting Wearcheck's Pinetown laboratory to undergo training. They are now using Netcheck to improve their ability to receive ferrogram and filter analyses and are in regular contact with Wearcheck's diagnosticians via e-mail to discuss the more than 600 samples processed every year.

Samples are sent to Wearcheck Johannesburg via courier which takes four to five days, and are then sent in the overnight bag to the Pinetown laboratory. Total turnaround time for results is six to seven days.

There are two oil analysis laboratories in Argentina but, according to Ricardo, they are outdated, very expensive and they are not independent of the oil companies.

'This is one of the reasons why we do not have an oil analysis culture in Argentina yet. Also, the long period of

high inflation our country sustained made any attempt at minimising maintenance costs useless. In the past you could get better results with a good financial investment in healthy equipment instead. Now things are quite different. We have very low inflation rates and an open economy, and as a result there are a lot of foreign companies based here which demand our service.'

Komatsu

'We have been providing an oil analysis service to Cummins, Komatsu and Ortholan for warranty claims and equipment malfunction. In addition, most of the big Argentinian companies are now aware of Wearcheck's service. We work mainly with mining and earthmoving companies on their critical equipment and are making progress with a few major truck fleets. However, due to the mentality surrounding oil analysis in this

country, they only take samples when they have problems. Preventative maintenance is growing very slowly.'

Support

'We are sometimes consulted on problems which have been exposed because of the high quality of Wearcheck's analysis. Any technical support we cannot source from our two Argentinian associate companies we obtain from the Wearcheck diagnosticians, mainly Ashley Mayer and John Evans.

'Independence, for us, is one of Wearcheck's strongest points, along with their extensive experience. It might have been easier to use an oil analysis company in the United States which is closer, meaning more frequent flights and lower telephone rates, but we could not find an operation that offered everything that Wearcheck gives us, either in the USA or Argentina.' ✓



Jill Durant (left) discusses quality issues with laboratory supervisor Vigie Manikum.

Managing quality

JILL Durant, formerly operations co-ordinator, has been appointed quality manager with full responsibility for monitoring and managing the Wearcheck business management system.

Standard

Says Jill, 'This involves maintaining the quality documentation and ensuring that implementation of the system by all the different departments in the company conforms to the ISO 9002 quality standard.'

'By interacting with all departments and utilising customer feedback, I am in a position to assess where to make improvements in the quality of service we offer to customers.'

'In this way we can ensure we provide customer satisfaction in a cost-effective manner and we are able to adhere to the 'right first time' concept which makes Wearcheck a leader in this field.'

Active

Prior to Jill's promotion, the quality programme was the responsibility of joint managing director, Lesley Crawford who still maintains an active interest in its operation.

Jill is well equipped for her new position after six years with Wearcheck. She holds a BSc in microbiology and biochemistry from Stellenbosch University and has completed an SABS course on the implementation and evaluation of quality systems. She gained extensive knowledge of Wearcheck's systems whilst working in the data processing, information systems and customer service departments. ✓

Combining accounting and customer services

ACCOUNTANT Karen van Staden has added customer services to her portfolio, in addition to the accounting and human resources functions.

This means that the five Durban customer service staff members now report to her and she maintains close contact with the Johannesburg office.

'The customer service staff already have a strong link with accounting as they take all orders for Wearcheck's products, so this is a natural progression,' says Karen. 'They also handle customer queries from all over the country as well as further afield - we are receiving an increasing number of calls from other parts of Africa.'

'We all work closely together, frequently brainstorming on how to become more proactive and effective in providing the best possible customer care.'

Karen's human resources function mainly involves sourcing and facilitating training for staff and keeping abreast of all industrial relations issues, especially the new employment equity bill.

Accurate

'A large part of my work is administrative which requires me to be methodical and accurate, but the most rewarding element of my job is the human and interpersonal aspect. I've always had a strong interest in psychology.'

'What I enjoy most about Wearcheck is that management takes an interest in each staff member as a person and not as just a number which makes for a pleasant and productive working environment.'

Experience

Prior to joining Wearcheck in May 1997, Karen gained 18 years of experience in finance, having held accounting positions at Price Forbes Insurance and Prestasie Makelaars and at the Catholic archdiocese in Durban.

Karen's four sons take up a large part of her spare time, but she enjoys walking and reading about positive thinking and self-enrichment, and has completed a diploma in interior decorating. ✓

A customer writes ...

JUST a quick word of thanks following the results of a sample which showed that bronze bush wear was higher than normal and your suggestion that we check for low oil pressure.

As the compressor guarantee expired within days, I contacted Atlas Copco and the Mercedes agents on the same day I received the results from you. Uremerc Parow did the necessary tests and found that the engine breather diaphragm was damaged, causing low oil pressure which, in turn, damaged the turbo. Uremerc replaced both the diaphragm breather and the turbo at their cost.

The purchase price of this compressor was R 340 000. If we had not been using Wearcheck and had not acted on your results, we would have been unable to supply Blue Circle Tygerberg Quarries with the service they required, which would have meant major complications.

Please relay my thanks to your staff.

Many thanks,
P.J. Henn
Rockdrill & Blasting,
Cape Town.



Karen van Staden

Eugene drops anchor at Wearcheck

WEARCHECK's new technical consultant, Eugene Schultz, spent eight years with Safmarine - many of them as an engineer aboard ships - before joining Wearcheck's mobile division in August, giving him extensive knowledge of the marine industry.

As an officer and fourth engineer on board a variety of container ships, he was responsible for running and maintaining the main engines and a range of equipment including boilers, pumps, and steam turbine and refrigeration compressors. In this position Eugene also handled fuel and lube oil purification, and gained in-depth experience of ferrographic, debris and oil filter analysis, along with the interpretation of laboratory results.



Eugene's words, 'We did not dock for long at any destination so it was always a case of choosing between site-seeing or catching up on hard-earned sleep!'

Eugene believes his hands-on experience with marine machinery will be of great value in his new position and hopes to develop a more in-depth understanding of the lubrication industry and the application of oils whilst working at Wearcheck.

Now that he is back on terra firma, Eugene's fascination with the sea takes the form of angling, sailing, crayfishing and scuba diving whenever he gets the chance. ✓

Business system

Although Eugene had always wanted to be a naval architect, he found that this industry was very small, so went on to complete a T3 in Mechanical Engineering from Technikon SA and a Class II Marine Engineering Certificate of Competency.

His job at Safmarine enabled him to visit many fascinating places all over the world but, in

PUBLICATIONS are welcome to reproduce articles providing that Wearcheck is acknowledged.

Where to find us

GAUTENG

25 San Croy Office Park,
Die Agora Road (off
Brabazon Rd), Croydon.
P.O.Box 284,
Isando, 1600.
Tel: (011) 392-6322
Fax: (011) 392-6340

KWAZULU-NATAL

9 Le Mans Place,
Westmead.
P.O. Box 15108,
Westmead 3608.
Tel: (031) 700-5460
Fax: (031) 700-5471
E-mail:
support@wearcheck.co.za

INTERNET SITE

<http://www.wearcheck.co.za>

Wearcheck Technical Training Courses JANUARY - JUNE 1999

Date	Course	Venue
25 January	2	Johannesburg
26 January	3	Johannesburg
28/29 January	4	Johannesburg
22 February	2	Johannesburg
23 February	3	Johannesburg
25/26 February	4	Johannesburg
23 March	2	Pinetown
24 March	3	Pinetown
25/26 March	4	Pinetown
19 April	2	Johannesburg
20 April	3	Johannesburg
22/23 April	4	Johannesburg
19 May	2	Pinetown
20/21 May	4	Pinetown
21 June	2	Johannesburg
22 June	3	Johannesburg
24/25 June	4	Johannesburg

Course 1 : *A practical introduction to oil analysis*
By arrangement. Cost: R2736 per day on site.

Course 2 : *The application of analysis and an introduction to troubleshooting*
(8h30 - 16h30). Cost: R478.80 (Wearcheck customers), R665 (others).

Course 3 : *Troubleshooting series*
(8h30 - 16h30). Cost: R478.80 (Wearcheck customers), R665 (others).

Course 4 : *The technical management of oil analysis and lubrication*
(Day 1: 8h30 - 16h30, Day 2: 8h30 - 12h30).
Cost: R912 (Wearcheck customers), R1197 (others).

Infocheck Training Courses JANUARY - DECEMBER 1999

Date	Venue
9-11 March	Johannesburg
11-13 May	Johannesburg
8-10 June	Pinetown
6-8 July	Johannesburg
14-16 September	Johannesburg
9-11 November	Pinetown

Cost per delegate : R1 368

*All prices include VAT.
For bookings phone Melanie Hynd on (031) 700-5460.*