

WCI companies strengthen global links

WEARCHECK International (WCI) - which has operated for the past six years as a formal affiliation between nine member companies in North America, Australia, Europe and Africa - is strengthening links between members in a move towards becoming a truly global company.

Uniformity

'In the past, WCI members have shared information on many different levels such as technology, training and round robin sample testing to achieve uniformity of analysis,' says Lesley Crawford, Set Point divisional director of Wearcheck, who attended the 1999 WCI meeting at Eibar in northern Spain in June.

'This new development forges far closer operational bonds between the nine current WCI members with the aim of becoming an effective global player.

'The initiative began in Europe where borders between countries are falling away,' she explains. 'Many OEMs (original equipment manufacturers) have equipment working across borders on a daily basis and they prefer to deal with a single oil analysis company which is represented throughout Europe.'

Database access

'WCI has European member companies in Germany, the UK, Spain, Belgium and Hungary. Agreement was

reached at the WCI meeting that customers using any one of these laboratories will be able to send samples to the lab which is closest to them at any given time. They can then tap into the global WCI data base for their results, where they will also have access to the full history of their equipment.'

Relations with the global OEM will be maintained through the WCI member company which makes the initial contact. Thereafter kits will be packed with labels bearing the addresses of all the WCI companies and the customer can choose where to send samples.

This has been made possible by the development of a software programme called

Webcheck by the Canadian arm of WCI, which is similar to Wearcheck Africa's Netchek. It differs in that it is a Web browser and, instead of downloading data onto their own computers, customers work on the Internet using WCI's global data base.

'We have not experienced a demand for this type of international interaction in southern Africa yet,' says Lesley. 'However, we can link into WCI's global system at any time should there be a need.'

Thinking globally

'This is the most exciting development to have emerged from the WCI network in many years. The need to think globally is becoming increasingly important in today's rapidly changing business environment and we are well placed to meet this challenge.'

Plans are also afoot to extend WCI's reach into South America with the establishment of a laboratory in Argentina or Brazil by Wearcheck Spain. ✓



The members of Wearcheck International at their annual meeting in Spain during June: (left to right) Barbara Weismann (Germany), Bill Quesnel Snr. (Canada), Bob Cutler (UK), Jesus Terradillos (Spain), Peter Weismann (Germany), Judith Bereckzki (Hungary), Bill Quesnel Jnr. (Canada), Andre Verlinden (Belgium), James Chambers (USA) and Lesley Crawford (Africa).

Barlows and Set Point open new Johannesburg oil analysis laboratory

A NEW oil analysis laboratory capable of handling 3000 samples per month is to be opened in Johannesburg in August as a joint venture between Barlows Equipment Company and Set Point Technology.

To be known as the Barlows SOS laboratory, it has been established to produce analytical results of samples from Caterpillar equipment in Southern Africa.

The new lab will be managed, operated and maintained for Barlows by Wearcheck staff. Interpretation of the analytical results will be done by Lutz Meyer at Barlows in line with Caterpillar procedure internationally.

Located at Barlows' Isando offices, the new laboratory will be equipped with instru-

ments acquired by Set Point and Wearcheck in the purchase of CMS International in February this year. In addition, Set Point has invested substantially in new equipment to establish analysis capabilities comparable with those at Wearcheck's Pinetown laboratory.

Benefits

Says Wearcheck divisional director of Set Point, Gary Brown, 'Wearcheck has been providing a sample analysis service for Barlows for several years. This new venture is an extension of that role.'

According to Barlows director Rodney Wainwright, the major benefits to Caterpillar owners will be:

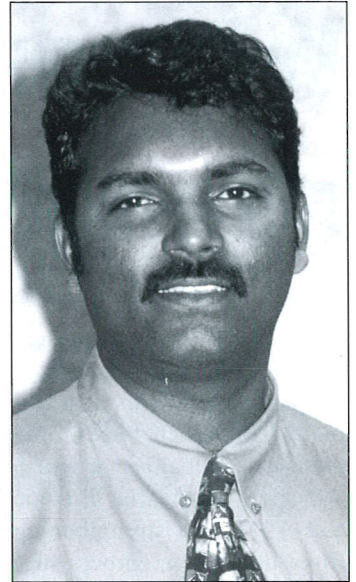
- ◆ The joint investment by Barlows and Set Point in a world-class laboratory
- ◆ The advanced capabilities of Wearcheck
- ◆ The engineering and technical support from Caterpillar's world-wide experience
- ◆ The back-up of the extensive Barlows Equipment organisation.

The new Johannesburg facility will be operated by chemist Greg Morse, who worked in Wearcheck's Pinetown laboratory for two years.

The equipment will be maintained by Wearcheck laboratory manager Alistair Geach and chemist Neil Robinson to ensure consistency of results. ✓

Making Headway

Record for Ravi



Ravi Chetty,
junior diagnostician

Ravi Chetty, whom we featured in the last issue of Monitor, has progressed from trainee diagnostician to junior diagnostician in record time, meeting the required standards in just three months, half of the expected time.

John Evans, diagnostic manager: mobile equipment who supervised his training, attributed Ravi's achievement to strong personal motivation and a natural flair for the job.

Speed

'What impressed me was the speed with which he grasped the whole diagnostic concept, his high level of accuracy and attention to detail, and his positive attitude. He has been a pleasure to work with.'

Ravi will be eligible for diagnostician status in two years' time when he completes his mechanical engineering diploma. ✓

Set Point management meet the staff

SET POINT management and Wearcheck staff spent time getting to know each other at an informal get-together in Pinetown during May aimed at cementing relations and building team spirit.

Chief executive Mark Smith and directors Tony Dreisenstock and Dr Linsent Martin gave a presentation on the Set Point group which explained the company's philosophy and gave a brief outline of the 12 other divisions in the group.

A highlight of the day was an explanation of the way in which Set Point shares will be given to every Wearcheck staff member.

Said Set Point divisional director of Wearcheck, Gary Brown, 'We have always believed that it is important for staff to feel a sense of belonging to the company and, now that we are part of the Set Point group, we will continue to nurture this philosophy.'



Management took time out for a quick photograph at the recent staff get-together. Front: Gary Brown. Back: Linsent Martin (Set Point sales and marketing director), Tony Dreisenstock (Set Point mergers and acquisitions director), Mark Smith (Set Point CEO) and Lesley Crawford.

It was also a good opportunity for Johannesburg and Pinetown staff to socialise in a relaxed atmosphere whilst enjoying a sizzling lamb on the spit. ✓

New look for customer services and administration

Wearcheck recently restructured its Pinetown customer services and administration departments to improve efficiency and facilitate interaction with customers.

CUSTOMER SERVICES ▶

BRIGETTE Brown (formerly known as Brigette Ashe) takes over as head of customer services, whilst retaining responsibility for the data processing department, supervising all database updates, customer queries and orders.

She will be assisted by Charmaine Thumbiran who has been promoted from administration clerk in the data processing section and Vasthie Naidoo who has been a customer services assistant for five years. ✓



The restructured administration team: accountant Karen van Staden (centre) with (clockwise from bottom left) Vasantha Persadh, Vanessa Naidoo, Melanie Hynd, Kay Pillay and Pearl Joseph.



The new customer services trio: department head Brigette Brown (centre), flanked by assistants Charmaine Thumbiran (left) and Vasthie Naidoo.

◀ ADMINISTRATION

ACCOUNTANT Karen van Staden will continue to manage Wearcheck's administration department, encompassing the accounting and human resources function. She will be supported by a staff of five:

- ◆ Vasantha Persadh has been promoted from accounts clerk to trainee bookkeeper.
- ◆ Kay Pillay continues to work in credit control.
- ◆ Vanessa Naidoo, formerly

customer services assistant, is now debtors/creditors clerk.

- ◆ Pearl Joseph retains responsibility for stock control and cash books.
- ◆ Melanie Hynd remains as secretarial services officer as well as co-ordinating the technical training courses.

The Johannesburg customer services team will be featured in the next issue of Monitor. ✓

New oil analyser enhances processing of engine samples

CUSTOMERS will have noticed recent changes on their reports relating to the values for soot, oxidation, nitration and sulphation.

This is because Wearcheck has commissioned a new Oil Analyser which carries out the infrared analysis of used engine oils automatically. It replaces a manual Perkin Elmer FTIR that has served Wearcheck well over the past eight years.

Perfected software

The new instrument employs oil analysis software recently perfected by Bio-Rad in the USA which has been approved by the US JOAP-TSC for deployment in military programs.

This has been coupled with an improved sampling technique developed by Wearcheck.

Initially the Oil Analyser's

automatic sampling system was too inefficient for Wearcheck to be able to offer this new technology to customers, as sample throughputs were only 25% of expectation,' says laboratory manager Alistair Geach.

'However, with some design changes from the manufacturer and a great deal of innovation at Wearcheck, the initial sample throughput has improved five fold to 60 samples per hour.'

This makes the Oil Analyser one of the faster instruments in the lab and significantly enhances Wearcheck's capability to process engine samples.

The spare instrument capacity created from the enhanced productivity will be used by Wearcheck's chemist, Neil Robinson, to investigate the value and feasibility of using this technique on a range of non-engine samples. ✓



Chemist Neil Robinson has reason to smile about Wearcheck's new Bio-Rad oil analyser for engine samples - it is one of the fastest instruments in the lab.

Wearcheck Technical Training Courses AUGUST - NOVEMBER 1999

Date	Course	Venue
10 August	2	Pinetown
11 August	3	Pinetown
12/13 August	4	Pinetown

6 September	2	Johannesburg
7 September	3	Johannesburg
9/10 September	4	Johannesburg

18 October	2	Johannesburg
19 October	3	Johannesburg
21/22 October	4	Johannesburg

16 November	2	Pinetown
17 November	3	Pinetown
18/19 November	4	Pinetown

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*
(08h30 - 16h30). Cost: R478.80 (Wearcheck customers), R665 (others).

Course 3 : *Troubleshooting series*
(08h30 - 16h30). Cost: R478.80 (Wearcheck customers), R665 (others).

Course 4 : *The technical management of oil analysis and lubrication*
(Day 1: 08h30 - 16h30, Day 2: 08h30 - 12h30).
Cost: R912 (Wearcheck customers), R1197 (others).

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

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