

Wearcheck Africa is an **ISO9001:2000** registered company

Wearcheck scores in customer service survey

Just over 98% of Wearcheck's customers rate the company's overall service as either excellent or good and 89% of the more than 60 people interviewed were happy with the value for money and cost savings they received.

These are some of the results of an independent customer service survey conducted for Wearcheck at the end of last year.

Managing director Lesley Crawford said that she was delighted with the results of the survey.

'At the same time, one of the tenets of our quality management system is continuous improvement and we will continue to act on feedback from customers and try and enhance service levels at every opportunity.'

The percentage of customers who applied a rating of excellent or good to other aspects of customer service is as follows:

- ▼ The quality of technical support: 95%
- ▼ Keeping up with technology: 73%
- ▼ The user-friendliness of reports: 92%
- ▼ Receiving reports timeously: 94%
- ▼ The benefit of month end reports: 85%

- ▼ The value of Wearcheck's publications: 91%
- ▼ Support available for NetCheck: 97%

A number of comments were received on the benefits of the NetCheck system:

- ▼ 'It is faster and easier.'
- ▼ 'It helps to plan, manage and

trend.'

- ▼ 'It helps with warranty claims.'
- ▼ 'The immediate history is there.'

Wearcheck's overall service was described by a number of different customers as follows:

- ▼ 'Wearcheck offers cost saving, honesty and good service.'
- ▼ 'We obtain valuable information from the system that can prevent failures.'
- ▼ 'It acts as an early warning system for problems in the fleet.'
- ▼ 'It ensures excellent uptime.'
- ▼ 'Turnaround time is much quicker than any other lab.'
- ▼ 'Wearcheck is like a Big Brother. If they say there is a problem and you investigate and find the problem, you save a lot of money.'

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New focus on sales and support for KZN and Cape

Customers in the Cape and KwaZulu can look forward to more personal contact from a new Wearcheck team which will be focusing on looking after their product needs and providing support in these regions.

Diagnostician Peter Carty will now spend most of his time on the

road with administrative and telephone back-up from Vasthie Naicker and Charmaine Thumbiran. Keith Finlayson, business development consultant in the Johannesburg office, will assist Peter when needed.

Says managing director, Lesley Crawford, 'We hope that the new KZN/Cape team will improve communication with our valued customers in these provinces and ensure that service levels continuously improve.'



Charmaine Thumbiran, left, Peter Carty and Vasthie Naicker will be focusing on sales and support for customers in the Cape and KwaZulu-Natal.

A Division of the Set Point Technology Group

Has your Netcheck operator been trained?

Wearcheck is noticing that there are increasing numbers of NetCheck operators who have not completed the one-day training course which helps them use the system effectively.

'We have always recommended to new users that the person who is going to operate NetCheck should complete our training course,' says senior systems administrator Lorain de Bruin.

'What we are seeing with customers who have been using NetCheck for several years, is that new employees who replace staff who have left

do not have the same knowledge of the system.

'We see a big difference in the way that trained NetCheck operators make use of the system, compared with those who have not completed our course. This gives an overview of oil analysis and shows delegates how to use all the convenient features that make life so much easier for customers. It really is worthwhile for maintenance managers to make time for their NetCheck operators to be trained at Wearcheck.'

▼ See course details on back page. ✓

Quality winners



Prinda Narasi of NetCheck support, Anele Nibe of the Pinetown stores and Cowboy Manana (inset) of the Johannesburg laboratory were rewarded for their superior knowledge of quality when they submitted the three winning entries in a company 'word search' quiz organised to promote and test staff knowledge of the subject around World Quality Awareness Day in November last year. Prinda and Anele receive their cash prizes here from managing director Lesley Crawford. ✓

Catch up on the WEB

Recent issues of Monitor and all past Technical Bulletins are posted on our web site - www.wearcheck.co.za - along with a wealth of other information on Wearcheck and oil analysis. This includes information on all of our products and services, a company profile, an introduction to key staff members with photographs, and details of training.

The Technical Bulletins are a useful source of reference. The titles available on the web include:

- ▼ How to read a can of oil
- ▼ On-site analysis - blessing or burden?
- ▼ Your questions answered
- ▼ What is RPD ferrography?
- ▼ An introduction to synthetic oils

- ▼ Sludge
- ▼ Oil pressure mapping to measure bearing wear
- ▼ Wear limits versus trends
- ▼ Debris analysis
- ▼ Condition monitoring - oil analysis and more
- ▼ Monitoring oil degradation with infrared spectroscopy
- ▼ Greek for beginners - or the tests and what they tell us
- ▼ The perils, pitfalls and perks of extending oil drain periods
- ▼ Clean up your act
- ▼ How does oil work?
- ▼ Detecting particles in oil
- ▼ We **are** ready for more soot

The last seven of these are in PDF format. ✓

WCI members head for SA

The 2003 meeting of Wearcheck International (WCI) will be held in South Africa this year at Ballito on the North Coast. Representatives from the UK, USA, Canada, Australia, Germany, Spain, Belgium and Hungary will again share ideas and expertise during the three day meeting.

The group hopes to move closer towards Wearcheck's long term goal of providing a global oil analysis service. Part of this process is the ongoing enhancement of the round robin sample testing system to ensure uniformity of analysis amongst all of the member companies. ✓

Lube TIPS

Clearance-sized particles

One of the most important size particles to control in lubricants and hydraulic oils is clearance-sized particles. Larger particles cannot get between moving surfaces and smaller ones pass right through.

Clearance-sized particles usually get in and do the most damage. The clearance refers to the film of separation provided by the lubricant or hydraulic fluid.

Contamination control starts by keeping contaminants out of the equipment from the beginning. The costs associated with keeping the contamination out from the beginning are much less than cleaning a system once it has been contaminated. Once

the contamination is introduced to the lubricant, the lubricant can start to degrade and internal components can deteriorate prematurely. Implementing a few good maintenance practices can provide the reliability needed to keep equipment running in optimum condition.

How particles affect the oil

Particles, especially catalytic metal particles like copper, iron and lead increase the rate at which oxidation occurs. Particles also strip the oil of its polar additives, including anti-wear additives, extreme pressure additives, rust inhibitors and dispersants. Also, numerous very small particles in stable suspension can cause the oil's viscosity to increase. ✓

On track ...



Alfa returns to South African motor racing after 12 years this season and Wearcheck will be there as one of the sponsors of the LG Flatron team. When driver Martin Steyn steers the Alfa 156 GTA onto the track Wearcheck will be picking up the tab for all fuel costs and will do oil analysis after each race to monitor the 3.2 litre V6 engine and gearbox. Here, Wearcheck managing director Lesley Crawford and team manager Jamie Velela get to know the car at the launch of the racing season at Kyalami in February. The A Class A8 flyer is a Group N racer. ✓

A reader comments

'I appreciate your efforts in promoting tribology which are of great benefit to me and my staff. The contents of Wearcheck Monitor are excellent and very informative.'

Pramod Kumar Behera,
Nalco India
(one of India's largest aluminium producers)

Wearcheck introduces environmental quality drive

Wearcheck has started working towards ISO 14001 and hopes to achieve registration for its environmental management system by early 2004. ✓



Elsie is tops at tea

Wearcheck's Elsie Mbambo is approaching her job with renewed enthusiasm after attending a one-day Refreshment Executive and Basic Telephone Etiquette Workshop during November. She thoroughly enjoyed the course which covered all aspects of serving refreshments at meetings and presentations including correct tray settings, clearing away, hygiene, addressing colleagues and customers, grooming and basic skills for relief reception. ✓

Listen to your FILTERS

Your filters can tell you a great deal about the state of an engine. Wearcheck's filter kits enable you to send a section of an oil filter to the laboratory for microscopic examination. You receive a detailed analysis report and a photograph of the magnified debris. ✓

Product Code: WFK. Filter Kit

Customer service survey

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- ▼ 'Problems are always sorted out quickly.'
- ▼ 'Wearcheck is among the best in the world. We have tested the product from time to time by spiking a sample with a certain percentage of fuel and the results have always been accurate.'
- ▼ 'We have had the Wearcheck programme running for five years on site and have saved millions.'

Almost all (98%) of the customers surveyed said they would recommend Wearcheck to other companies. ✓

Wearcheck Training Courses

DATE	COURSE	COST (excl VAT)	VENUE
12 May	Wearcheck One	R750	Pinetown
13 May	Wearcheck Two	R750	Pinetown
14 May	Wearcheck Three	R750	Pinetown
15 May	NetCheck	R1000	Pinetown
16 May	Wearcheck Four	R400	Pinetown
23 June	Wearcheck One	R750	Johannesburg
24 June	Wearcheck Two	R750	Johannesburg
25 June	Wearcheck Three	R750	Johannesburg
26 June	NetCheck	R1000	Johannesburg
27 June	Wearcheck Four	R400	Johannesburg
15 September	Wearcheck One	R750	Pinetown
16 September	Wearcheck Two	R750	Pinetown
17 September	Wearcheck Three	R750	Pinetown
18 September	NetCheck	R1000	Pinetown
19 September	Wearcheck Four	R400	Pinetown
13 October	Wearcheck One	R750	Johannesburg
14 October	Wearcheck Two	R750	Johannesburg
15 October	Wearcheck Three	R750	Johannesburg
16 October	NetCheck	R1000	Johannesburg
17 October	Wearcheck Four	R400	Johannesburg

Wearcheck One: **Oil Analysis Orientation** Full day course
 Wearcheck Two: **Understanding oil and its analysis** Full day course
 Wearcheck Three: **Trouble shooting** Full day course
 Wearcheck Four: **Management** Morning course
 NetCheck: **Installation and effective use of NetCheck** Full day course
For bookings phone Cathy Bolton or Wendy Holiday on (011) 392-6322 or email: jhbsupport@wearcheck.co.za.

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