

2009

Systems Excellence Awards



TM



What makes a successful organisation?

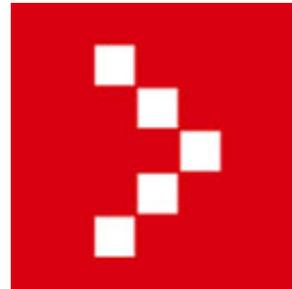
Australia's largest, most established provider of independent certification, assessment and business improvement services, SAI Global, has had the privilege of working closely with many of Australia's leading organisations.

Decades of close association with the world's most recognised and regarded management and business improvement methodologies, along with first hand experience of their execution, has provided SAI Global with critical insights into what makes an organisation successful.

The Australian Business Excellence Awards were established to recognise those companies that achieve the pinnacle in business success.

Introducing the Systems Excellence Awards

www.saiglobal.com/assurance



Showcase of excellence: SAI Global - Systems Excellence Awards

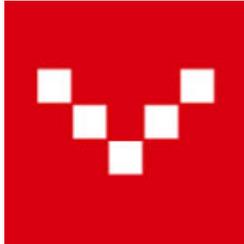
The Systems Excellence Award winners have demonstrated exceptional management systems that exceed the standard requirements. We are proud of their achievements and want to acknowledge these certification clients that have truly demonstrated innovation, excellence and leadership within their categories and have been able to provide examples of these activities and measureable results reflecting success in achieving business goals.

They have truly gone above and beyond the standard requirements of their certification to continually improve and propel their organisations forward.

All of the Winners have demonstrated resilience through these challenging times and despite confronting unprecedented global upheaval, new benchmarks have been set, and excellence attained.



David Crow
General Manager – Australian Operations
SAI Global



In the tradition of the Australian Business Excellence Awards, SAI Global is now proud to introduce the inaugural Systems Excellence Awards.

These have been presented in recognition of organisations with management systems certified by SAI Global that are 'best of breed'. These systems are deft, streamlined and measurably boost an organisation's performance, helping it achieve its goals in relation to Quality, Occupational Health and Safety, Environment or Food Safety Management, in line with the requirements of the world's best known, most used management standards. Organisations that have integrated their management systems to meet combined business needs are also recognised.

Award winning systems are those that provide a genuine framework for continuous improvement. In almost every case, those organisations that go on to receive an Australian Business Excellence Award find a foundation for excellence in such a system.

It's in recognition of the vital role these systems play in an organisation's success that SAI Global has instituted this new Awards program, offering organisations certified by SAI Global, from across Australia the opportunity to celebrate and showcase their excellence against internationally recognised business management principles.



WINNERS - SAI Global Systems Excellence Awards

SAI Global would like to congratulate the winners of the first annual Systems Excellence Awards.

Each winner has developed a management system that goes above and beyond the standard requirements - demonstrating rigour, compliance and delivering measurable performance, risk management and other benefits to the organisation concerned.

- **Quality Management Systems (501+ employees)** - Hirotec Australia
- **Quality Management Systems (50 - 500 employees)** - CH2M Hill
- **Quality Management Systems (50 - 500 employees)** - Heggies Pty Ltd
- **Quality Management Systems (Less than 50 employees)** - Safety Link Personal Response
- **OHS Management Systems** - Optus
- **Environmental Management Systems** - Rockdale City Council
- **Food Safety Management Systems** - Snap Fresh
- **Integrated Management Systems** - Rockdale City Council

SAI Global looks forward to welcoming entries to the 2010 Awards.

For more information or to register your interest, email assurancemarketing@saiglobal.com



Quality Management System - Over 501 employees

And the winner is... Hirotec Australia

“The challenges of running a Japanese company with mainly Japanese management and an Australian workforce required a certified Quality Management System with a personality of its own. The system we have built meets our unique needs and reinforces the importance of continuous improvement, or ‘Kaizen’, and a strong house keeping culture.”

Michael Davies, Quality Systems Supervisor, Hirotec Australia

Hirotec Australia is one of the Hirotec World Wide Group companies, owners of the award winning ‘Hirotec Quick Die Change’ system and suppliers of automotive manufacturing systems and components globally. Located in South Australia, the company was established in 2004 to supply Holden automotive closures for the VE Commodore and WM Statesman. Since mass production started in June 2006, the company has also been awarded contracts to supply stampings to Toyota Australia.

In the automotive industry, certification to ISO/TS 16949:2002, the automotive equivalent of ISO 9001, is a requirement for a tier one supplier and was achieved by Hirotec Australia through SAI Global in August 2007.

An important part of the system is its Business Performance Management (BPM) process. This involves the setting of annual targets that cascade down through the organisation to meet the company's mission and policies. Each section then has goals and targets linked to the company targets. Improvement activity plans linked to each target are developed and tracked and recovery plans are put in place where a target is not reached. Performance is reviewed monthly and new targets set annually.

"Our system is built to enable continual evolution and improvement while meeting or exceeding customer expectations," says Michael Davies, Quality Systems Supervisor for Hirotec Australia. "This is demonstrated in the fact that we have also recently been selected as 'General Motors 2008 Supplier of the Year' winner for A class, VE/WM closures.

"Receiving the Systems Excellence award is an honour for our company and we will celebrate and advertise this throughout the Hirotec World Wide Group. We look forward to achieving many more awards in the future."

Finalists:

- Hirotec
- Salmat Business Force
- Barmenco
- CEVA Logistics





HEGGIES

Quality Management System - 50 - 500 employees

And the joint winner is... Heggies Pty Ltd

“Our QMS is not about some theory of quality. It’s integral to our operations, gives us 360 degree control of the organisation and helps minimise our business risk. Our clients are also looking for assurance about the standard of service we provide and the third party certification certainly gives them that.”

Bob Slijivovacki, Manager Quality Improvement, Heggies

Heggies is an Australian and employee owned firm of engineers and scientists providing specialist environmental services including environmental control assessments, OHS and occupational hygiene, and environmental risk assessments in noise and vibration, air and water quality, hazardous materials and land contamination.

For years, Heggies has maintained its ISO 9001 Quality Management System (QMS) certification by SAI Global as the centrepiece of its daily operations and became one of the first in Australia to transition its QMS to compliance with the new ISO 9001:2008 Standard.

The system is paperless. It is run through the company’s intranet and designed so that all of the reporting is done electronically. The reports and other documentation associated with the system can be raised from anywhere throughout the organisation, saving time, cost and making compliance easy. To promote staff engagement, the Heggies ‘QSR Blog’ system works with a blog-like interface that’s familiar and easy to use.

The system also features a 'dashboard' so users can see at a glance outstanding reports, actions that are scheduled and those that have been closed. It provides risk management including hazard, incident and near miss reporting, and monitors client satisfaction.

"You never really know how good a system is until it's benchmarked against others," says Jerome Rivory, National Business Development Manager at Heggies. "Of course, we rely on SAI Global audits to ensure that we remain up to scratch but these awards added a real extra dimension.

"Winning the award has been invaluable in telling us we're on the right track and that our system really does bring structure to the process of continuous improvement."

Finalists:

- Directorate Navy Warfare Systems Royal Australian Navy
- CH2M Hill
- The Frame Group
- Grace Removals
- Cormack Packaging
- Heggies Pty Ltd





Quality Management System - over 50 - 500 employees

And the joint winner is... CH2M Hill

“Our QMS provides a structure that ensures consistency and allows for continuous feedback and improvement; it’s something that drives us to maximise our key objective ‘client service and satisfaction’.”

Russell Green, Regional Quality Manager, Australia and New Zealand, CH2M HILL

CH2M HILL is a major global provider of full-service engineering, planning, consulting, construction and operations services, with over 25,000 employees in more than 84 countries. Its Australian and New Zealand operation employs some 200 people. In 2009 the company has been named as one of the ‘Best 100 Companies to Work For’ by Fortune Magazine in the USA, and one of the ‘Best 50 Companies to Work For’ by BRW Magazine in Australia.

The company has had a longstanding commitment to the ISO 9001 Quality Management Standards and was first certified by SAI Global in Australia in 1997. The discipline of certification has ensured continuous improvement, through refinement of the QMS, and improved compliance with the defined system.

The CH2M HILL QMS is based on the universal CH2M HILL Project Delivery System, or PDS. The PDS was developed by CH2M HILL in the USA and is based on meeting client needs and expectations. The PDS ensures that the Project Manager (and a fully informed project team) plan the processes of project delivery and close-out to result in a value adding and highly satisfying experience for the client.

Despite the scale and complexity of its undertakings, a key feature of the CH2M HILL QMS is its simplicity and unwavering focus on key processes, controls, and improvement.

“Our original intent was to use the SAI Global Systems Excellence Awards as a gap analysis, so we could track our progress toward a major future goal: achieving an Australian Business Excellence Award,” says Russell Green, CH2M HILL’s Regional Quality Manager for Australia and New Zealand.

“Once we’d completed the application, we felt we were in good shape, so we entered. The application process itself was very beneficial and gave us some new ideas about opportunities for improvement.

“It was a real delight to win and the award has this been recognised throughout the business globally, right to the top level in the USA. It’s a very significant achievement.”

Finalists:

- Directorate Navy Warfare Systems Royal Australian Navy
- CH2M Hill
- The Frame Group
- Grace Removals
- Cormack Packaging
- Heggies Pty Ltd





Quality Management System - under 50 employees

And the winner is... Safety Link Response Service

“Our ISO 9001 Quality Management System plays a central role in helping our clients to continue their everyday routine, safe in the knowledge that, should they need assistance, Safety Link will always be there.”

Graham Williamson, Quality Manager, Safety Link

Safety Link, a division of Ballarat Health Services, provides a 24-hour personal response service that links people at risk due to advanced age, ill health or a disability, with family, friends or emergency services.

Safety Link’s success depends on up-to-the-minute, speedy and accurate communication of critical information to the right parties. The organisation’s intelligent application of the principles of the ISO 9001 Quality Management System (QMS) offers a robust framework that helps it achieve this goal. Their QMS has achieved certification through SAI Global, but this Award shows that Safety Link go above and beyond the standard requirements.

Customer focus, a central component of any QMS, is especially important in a service organisation such as Safety Link. Its QMS feedback process encompasses clients, contacts, installers, suppliers, staff members, service issues and QMS audits. Information from this in turn provides the basis for continuous improvement.

The Safety Link QMS also provides a strong measure of risk management, while the strength and detail of its documentation is a highly effective tool for speedy and effective staff induction and training.

“Applying for SAI Global’s System Excellence Awards involved the objective analysis of our QMS which has offered benefit in itself, including a new document that we can circulate through the organisation to clearly articulate what we do and how we do it,” says Graham Williamson, Safety Link’s Quality Manager.

“Our clients receive measurable benefits and the additional reassurance from the high recognition factor of SAI Global’s ‘five ticks’ StandardsMark. Having the certified system is also a key requirement for tendering for certain contracts which gives us a real competitive advantage.

“Safety Link is thrilled to have won and wishes to thank SAI Global for its initiative in introducing this award.”

Finalists:

- TC Communications
- Safety Link Personal Response
- I&E Systems
- Canberra Horticulture
- Quantum Services & Logistics





Occupational Health and Safety (OHS) Management System

And the winner is... Optus

“Our certified OHS Management System offers external verification to the business that the systems we have are operating at best practice.”

Elizabeth Wotherspoon, National Health, Safety and Compensation Manager, Optus

As the holder of a Self Insurance Licence under the Commonwealth jurisdiction, Comcare, Optus is a leading Australian Corporate OHS performer. Maintaining self insurance status requires high standard OHS systems and ongoing audits to assess them.

However, the real catalyst for achieving AS/NZS 4801 was the need for OHS Accreditation under the Office Federal Safety Commission for building and construction activities, thus leading the organisation to undertake some further fine tuning of its OHS systems.

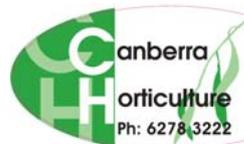
The Optus OHS team set in motion a program to achieve AS/NZS 4801 certification through SAI Global across its Corporate, Networks, and Consumer Business Units which are primarily responsible for telecommunications building and construction activities.

“The implementation and certification process received a lot of support across the business once we got it under way,” explains Elizabeth Wotherspoon, the National Health, Safety and Compensation Manager for Optus. Confirmation that our systems are working at a level that can be certified by an objective expert like SAI Global who is JAS-ANZ accredited, is an important achievement for the business.”

“When we were invited to nominate our organisation in the SAI Global Systems Excellence Awards we were confident in our systems, especially after receiving the certification. Once we were short-listed, we flew the OHS Team up to the Awards and were pleasantly surprised when we won. It was a real affirmation of our work and the enthusiasm of the OHS Team in partnering with the business to achieve system excellence. The whole business is extremely proud of this Award.”

Finalists:

- Canberra Horticulture
- Optus
- Rockdale City Council
- Melbourne Convention and Exhibition Centre (MCEC)
- Port Phillip Prison





Environmental Management System

And the winner is... Rockdale City Council

“As a council we must meet significant expectations as a custodian of the land, especially with increased environmental awareness, more regulation and a real push toward government to act. Our EMS gives us the clarity of focus we need to deliver on this, plus continuous improvement – for our organisation and for our environment.”

Tom Tyrpenou, Manager Human Resources, Rockdale City Council

The Rockdale City Council oversees a significant section of a greenbelt zone that extends south close to the heart of Australia’s largest city. It includes two major waterways: the Cook’s and the Georges River – as well as iconic Botany Bay frontage, along with built up commercial and residential areas.

The challenge of meeting the varying environmental demands – community and legislative – of this diverse municipality have been met by its SAI Global certified ISO 14001 Environmental Management System (EMS).

One of the most successful features of Rockdale’s EMS, which forms part of its award-winning Integrated Management System, is its high levels of staff engagement, which have in effect transformed the manual labour part of the organisation into one that is systems-thinking.

“This change has been achieved via a strong team structure and focus, largely informed by our experience as we work toward an Australian Business Excellence Award, which we hope to achieve in 2010,” explains Tom Tyrpenou, Rockdale’s Human Resources Manager.

A further outstanding feature of the EMS is the division of its requirements across the natural skill sets of the organisation: its 'centralised/decentralised' structure. This ensures that those most able to deliver its requirements do so. So the legislative and regulatory monitoring happens at one point; while the training to meet related requirements occurs elsewhere, with clear communication throughout.

"Winning this award was beyond our expectation and, a few years down the track from certification it's happened at a great time – it has galvanised the organisation to really keep things humming along."

Finalists:

- Baileys Marine Fuel Australia
- Rockdale City Council
- Brierty Pty Ltd
- Yalumba Wine





Food Safety Management System

And the winner is... Snap Fresh

“Our food safety system covers everything we do. Our customers look for safety and quality as key differentiators from other suppliers and this award shows that we are very good at that.”

Steven Thygesen, Quality Assurance Team Leader, Snap Fresh P/L

A wholly owned subsidiary of the Qantas Catering Group, Snap Fresh supplies high quality frozen hot portion meals to not only Qantas, but other airlines as well. Since its formation more than seven years ago, Snap Fresh now also supplies the defence, healthcare and hospitality industries to the tune of some 14 million meals a year.

Supporting the organisation is its certified ISO 22000 Food Safety Management System, certified by SAI Global. Based on the HACCP (Hazard Analysis and Critical Control Point) methodology, its ISO 22000 elements offer additional, more encompassing controls extending through the supply chain.

Helping to boost the efficiency and effectiveness of the system is Snap Fresh's innovative staff bonus scheme that ties bonuses directly back to key quality, operational and OHS requirements that support the system. This ensures a very high level of both staff engagement and systems compliance.

Another feature of the system is its monthly internal auditing procedure, which breaks the system into 27 components and rates them as compliant, marginal or non compliant. This enables both the measuring of improvement as well as targeting areas for attention. It also offers significant value during external audits, saving time and offering valid documentary evidence of how the system is running.

“Applying for the award was a good opportunity to step back and say: hey, we have done some good things. It can be easy working day-to-day to lose sight of that bigger picture,” says Steven Thygesen, Team Leader of Quality Assurance at Snap Fresh. “It was also a help that the award application questions were written by someone who clearly understands food safety management.”

“We’ve received great feedback about the award at management level: our trophy is in the Boardroom for all our visitors and potential customers to see. They all recognise the ‘five ticks’ and know that it really means something.”

Finalists:

- Foster's
- LHI Retirement Services
- Snap Fresh Pty Ltd
- Hunter New England Area Health Service
- Health Support Services





Integrated Management System

And the winner is... Rockdale City Council

“Our Integrated Management System focuses very much on the user’s perspective. They get one system, with one regular combined audit rather than three, sometimes overlapping, systems and three audits. The time, cost and efficiency savings are significant.”

Tom Tyrpenou, Manager Human Resources, Rockdale City Council

Sydney’s Rockdale City Council has 370 employees working in a wide variety of fields. Around half are semi- or unskilled in outdoor, often higher risk, positions. The other half are professional and skilled in occupations spanning engineering, planning, IT , HR, finance, community services and more.

Rockdale’s Integrated Management System (IMS) combines its certified ISO 9001 Quality, ISO 14001 Environmental and AS/NZS 4801 Occupational Health and Safety (OHS) Management Systems. It maximises effectiveness and efficiency by addressing the diverse requirements of different parts of the organisation and different Standards in one single system audited by SAI Global.

Development of the IMS has involved a wide-reaching change management process and two years of planning –with help from the Australian Business Excellence Framework. It is run through an umbrella committee auspiced by the Rockdale’s HR department.

“Integration of the system at this level offers us centralised control of critical compliance and risk management aspects, along with the ability to assign the other requirements where appropriate throughout the organisation, with a strong two-way feedback and reporting framework to ensure it’s all working and drive continuous improvement. This also gives ownership and empowerment to the staff who put it into

action – something that’s critical for success,” says Tom Tyrpenou, Rockdale’s Manager of Human Resources.

“Even when you think you are doing well it can be difficult to know just how good you are. We wanted to use the SAI Global Systems Excellence Award as a benchmark to see how our systems stack up against some of the best in the country. We were ecstatic about our win because it confirms that we rank right up there.”

Finalists:

- Transgrid
- WSN Environmental Solutions
- Rockdale City Council
- EPS Helicopter Services
- S & N Concrete



SAI Global Assurance Services

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For more information on the Australian Business Excellence Awards, visit www.saiglobal.com/business-improvement/process/framework/award

About SAI Global

SAI Global (ASX: SAI) is an applied information services company that helps organizations manage risk, achieve compliance and drive business improvement through: Delivering Australian and International standards, regulatory and technical information; Adding value to this information; Providing training solutions around Management Systems; Communication and monitoring solutions and; Providing assurance through independent assessment and audit. Companies certified through SAI Global are able to display the "Five Ticks" StandardsMark – a sign of integrity, quality and excellence.