

In compliance with the *Engineering Professions Act (No. 46 of 2000)* requirements, LIASA endeavours to assist her members in keeping up on technological developments that impact on their registration. LIASA most earnestly support ECSA in their search for *professional service excellence and pursuit of continued professional development*. EDUCOM keeps you up to date on ECSA and industry related news.

NATIONAL EXECUTIVE COMMITTEE: *Chairman: Sanjeev Singh; D/Chair: Bill Murphy; Treasurer: David Kleinhans; Secretary: Ms Bonnie Peden; EXCO: Willem du Toit; Bruno Isler; Filipe Vinagre; Clarence Thompson; Kurt Scholtz; Brendan Trower*

DOYENS OF THE LIFT INDUSTRY: *Buddie Cerone (2004); Schalk van der Merwe (2005); Dr Theo Kleinhans (2006); Willem du Toit (2008); Bruno Isler (2009); Alfie da Silva (2010); Manny Perreira (2010); Dr Theo Kleinhans (2011)*

NEW SCHINDLER LIFTS TRAINING CENTRE - JOHANNESBURG



We recently had the privilege of being shown around the newly upgraded Schindler Training Centre by CEO Mr Pankaj Sinha and Management Board Members Brian Parson and Dewald Lassen. Pankaj (above) cuts the ribbon, officially opening the training facility, closely supported by Tefo Mochatsi (Board Member Finance & Administration), Roger Marshall (Training Facilitator) and Mr Didier Gaudoux (Schindler President for Southern Europe, Africa and near East). At a cost of several million rand, the 1000m² facility is now a self-contained facility, inclusive of on-site accommodation and canteen for country trainees.

“Empowering our staff through technical training has become a non-negotiable Schindler SA Management objective” stated Pankaj.

Brian Parsons, the Board Member responsible for Technical Field Support, remarked that their training budget for this year probably exceeds the turnover of the smaller lift companies, but had become an absolute necessity if Schindler Lifts are to retain the cutting edge in the local and Southern Africa industry.



Training Facilitator Roger Marshall has to cope with the training requirements, ranging from the newly qualified lift artisans on the old relay logic equipment with rope controlled mechanical selectors (left), progressing to the latest state of the art microprocessor logic with electronic shaft information (below) for the older mechanics of yesteryear.

Field operations Board Member Dewald Lassen stated that the technical upliftment of his staff was a personal goal, underlining his passion for service quality excellence. This he stated would be achieved through the newly implemented “Lift Camp”.



Long-term, Dewald expects less down-time; fewer call-backs and above all improved customer satisfaction. *"We have talked about the 'fix-it first-time' for too long. Now is the time to implement it in practice through hands-on training"*. So far in 2012, 23 artisans have completed the 5-day 'camp' out of a target population of 140 service field staff.

CEO Pankaj voiced his opinion that it was as much a psychological business survival technique as it was technical training to motivate staff out of their comfort zone and

empowering them through training to new higher challenging performance objectives. He was proudly happy that Schindler's investment had now lead to their accreditation as a *"Top 100 Training Service Provider"* in South Africa.



Brian Parsons was equally happy to advise that he had already actioned two escalators to be installed and commissioned for training before the end of the year. *"Then we can really claim to be a holistic one-stop training centre"*. The new improved training and lecture facility would also now address *Apprentice training and Trade Testing*. This implies that Schindler can now train and test apprentices for the Lift Industry, for South Africa and the neighbouring SADEC countries.



We were particularly impressed with the ranges of overspeed governors (above), main brakes, door drives and controls. LIASA (Lift Inspectors' Association) will no doubt be approaching Schindler shortly for implementing affordably phased one-day courses on lift and escalator inspection and testing.

Brian explained how the golden thread through all the courses was *safety; best-practice methods; diagnostics and techniques in problem solving*, and not forgetting the ability to repair and adjust those components that cause the most break-downs ... such as brakes and door drives, etc. *"It is only by mimicking real-life situations under controlled training conditions that we can boost the technical confidence of our staff"* concluded Brian Parsons. Dewald Lassen was quick to voice his requirement for

achieving *technical service excellence, innovation, competence and commitment of his field staff*.

CEO Pankaj Sinha concluded with his Management Board's overall commitment to these objectives, advising that current Schindler trainees came from as far afield as Namibia, Zimbabwe, Kenya and Botswana, with Swaziland and Lesotho considered as local since they were controlled by local regional management.



3-Story Lift Training Tower



Apprentices learning to set out a machine

LIASA National Executive Chairman Sanjeev Singh was very happy to hear about Schindler's open accreditation as an Industry training centre, since Schindler could now cater for Registered Lift Inspector training at an achievable cost. It now only remains to hear from the other multi-nationals, since it is equally important to attend courses on testing methodology on their equipment. The proposed SANAS accreditation of RLI's now makes this an absolute necessity.

The world has become so fast that nowadays when a person says "it can't be done", is interrupted by the person already doing it.

Bill Gates

LIFT INSPECTOR'S COURSE 2012

Please note that the courses at TUT are now arranged by Ms *Hasiena Ellimdin* who can be contacted at:

EllimdinH@tut.ac.za

The next course will be 18-22 June with the exam on 7 July. There will however also be a course between 19th to 23rd

November with the exam on 8 December. The ruling remains the same ... that courses will only take place if enough paid up applications have been received at least 2 weeks before the due date.

Please note that there will be no more courses or exams at any other venue other than at TUT. This must be communicated very clearly as we do not want any expectations from attendees that they can write the exam in places of their convenience, such as at the coastal regions.

It is therefore most important to motivate for the application NOW of all aspirant lift inspectors. Do not leave it too late or the course may be cancelled.

Please distribute this information in your respective organizations and areas of operation.

Willem du Toit

"Money is said to talk, but all I ever hear mine saying is good-bye"

Anonymous

A NEED FOR SUPERVISORY SKILLS PROGRAMMES

The majority of our recent risk assessment reports across the country have highlighted the apparent skills shortage of the multi-national lift companies' supervisors on the installations that we inspected. This is borne out by the fact that we attribute the

perceived visible deterioration in service quality not only to the lack of training of the field technical staff, but more to a lack of *supervision* for if supervisors had *supervised* these installations, they should have picked up the non-compliances before our inspection and applied the requisite corrective action.

We are very aware of the Government's requirements for transformation, but believe that previously disadvantaged individuals are being employed without the benefit of being *empowered* through proper technical training. Perhaps the Government's proposed objective to again focus on the introduction of '*apprenticeship*' training as opposed to '*learnership*' will bear the required fruit.

On more than 50% of our recent inspections did we find non-compliance of the regulatory 6-monthly rope inspections; annual safety tests; preventative service logs to the manufacturer's requirements; service not carried out to rota, the same week every month ... we for example found service dates on the same lift a week apart, followed by the next service 7 weeks apart. Surprisingly, as much as 15 to 20% of these installations showed missed monthly services over the past year; etc, etc. ***These non-compliances must be pre-empted and rectified on an on-going basis if the Industry is to retain its credibility!***

The *First Law of Quality* states that '*what gets measured, gets done*'. If there was therefore more positive supervision, the service staff would jack up their compliance levels instead of just plodding on month after month logging '*basic service*'. Remember ... ***your customers are paying you 100 cents in every rand ... why must they therefore consider themselves lucky to receive say 90 cents per rand value?***

Such a proposed lift company training workshop should focus on equipping supervisors with the *necessary leadership skills*, developing their supervisory styles and grooming them to advance

their careers in management ... the first step towards succession management planning. The course would of necessity define the skills and processes entailed in the supervisory role and lay a platform of systems and proficiencies, through which the supervisor can be encouraged to more effectively implement their newfound supervisory skills. This ability is then cascaded down to each supervisor's team.

Our experience has been that most supervisors aspire to a more senior management position, but unfortunately do not have the necessary innate abilities to do so successfully. The workshop should therefore be pre-empted by psychometric evaluations of every candidate so as to highlight the 90th *percentile high-fliers*, earmarking them for more advanced training, whilst the other loyal yet lower equipped candidates receive standard developmental training.

The course objective should at all times be to equip and groom candidates to perform consistently at their optimum ability. A main objective of the workshop would therefore be to equip the supervisors (and even middle managers) with the ability to understand their overall role in the Company, equipping them further with the skills to lead a team of technical staff, so-doing managing and achieving the objectives of their specific departments, be it service, repairs or construction. The above thus ensures a focus on *leadership styles* and qualities to motivate their team through their new leadership skills of *problem-solving, decision making* and *delegation*. Discussion last week with Dewald Lassen (Field Operations Director of Schindler) who has just successfully completed his MBA in strategic management, brought home the fact that these objectives form the foundation of any supervisory skills program.



“The world is so fast that there are days when the person who says ‘it can’t be done’ is interrupted by the person already doing it”
Albert Einstein

OUTCOMES of the WORKSHOP

Company budgets require heavy pre-motivation for validity and achievement. So it should be requisite that the proposed workshop at least have the following measurable outcomes so that after completion of the workshop, each candidate will be able to positively demonstrate their innate ability to ... plan, organize and allocate work requirements in accordance with the specific department’s business plan ...

- Communicate effectively with management, peers, subordinates and above all customers
- Understand each team individual’s roles, responsibilities and accountabilities
- Manage interpersonal team processes to achieve the required budgetary output and quality of service
- Ensure that progress is continuously measured against budgets/objectives, with the ability to apply speedy corrective action where such non-compliances are found
- Ensure that accurate progress information is gathered and reported to management, such as every lift being serviced on time to an annual preventative focus-area schedule, with contractual and statutory requirements being met every month

- Regular Team Progress meetings to report on and analyze any necessary corrective action, especially assisting the weaker members to come up to standard
- Regularly evaluate achievement of the Team’s departmental objectives, giving credit where due
- Ensure that outcomes are prepared with *key performance areas* identified so as to achieve objectives such as ‘*Customer service excellence*’, with results reported in the format as required by their specific company, since these are in turn reported to overseas principals.

We would be interested to hear more from our senior management colleagues from the multi-nationals.

Dr Theo Kleinbans

LIASA RLI MEMBER PROFILES



Manny Perreira - Registered Lift Inspector

Manny’s introduction to the Lift Industry came when he joined Alpha Elevators in Booyens in 1955 as an apprentice lift mechanic. There was no ‘Trade Test’ in those days, so Manny served his 5 years apprenticeship before qualifying in 1960. In 1961 however, Alpha Elizio of *Alpha* and Len Chappell sold out to Schindler Lifts inclusive of the factory, stores and offices in Booyens. So Manny joined Schindler through a *take-over*, where he would continue to serve loyally for the next 15 years.

In 1971, Manny with his penchant of striving for service excellence was promoted to service supervisor, a position he held for a decade before again being promoted to Schindler’s HQ as Estimating Engineer in the ‘New Contracts’ department.

With his all-round knowledge of lift contracts and costs, Manny decided to open his own lift service provider company in 1985, aptly named ‘*Alpha Lifts*’ but soon found out that winning new contracts was not an easy operation, especially as the new boy-on-the-block.

Reserve funds became low and times were hard in the mid-80’s, so Manny rallied to a call from Mitsubishi in

1987 as supervisor for the difficult Johannesburg Central area. He retained this position when Otis took over Mitsubishi in 1994, but with the Sandton area added on as well. At this stage Manny had the opportunity to attend and pass the Lift Inspectors course under the guidance of the late Steve le Roux.

In 1997 Manny joined Allied Elevators as serviceman in the West Rand. This was however short-lived as he again in 2000 started his own company ... *Mandot* cc, specializing in lift compliance inspections.

Manny's knowledge and innate ability to train lift technicians brought him into contention when Schindler contracted him part-time in 2008 to train service field staff, especially most of the Schindler Zimbabwe field staff. Manny is still active today inspecting lifts, but has decided to throw in the towel in December 2012 when DoL require all registered lift inspectors to be SANAS accredited. What a loss of lift technical knowledge to the lift industry ... **57 YEARS!**

Manny and Dorothy have been married for 40 years, with a spritely family. Quizzed about his cc registration of '*Mandot*', the name was obviously apparent. "*What the heck, been working for my wife and children all my life anyway*" was his apt reply. They are blessed with ...

- Son David who worked for Schindler and now Kone
- Son Graham who after completing his apprenticeship at Schindler, is now sub-contracting to Schindler
- Son Manny Jnr completed his apprenticeship with Schindler, but is now The Maintenance Foreman at Monte Casino
- Daughter Marcelle, now a housewife ...

In parting after the interview, Manny assured us that his health had now recovered after his recent illness. In bidding us farewell, he departed with a wry smile ...

"What more can a man wish for at this age?"



PROPOSED LIASA NATIONAL CONFERENCE 2012

The following provisional arrangements have been made, with a finalized agenda to be released closer to the time once the speakers have been finalized ...

- **Venue:** Sha-Mani Lodge @ Doncaster Street (New Market, Alberton South - very close to N3 freeway)
- **Dates:** Tuesday 11th to Thursday 13th September 2012 from 08:00 – 16:00 (Times can be adjusted for traffic and other issues)

- **Cost per Person:** R 220.00 per day (Full Day Conference Package inclusive of refreshments and lunches).
- **Accommodation:** On-site chalets are available @ R460 per night and dinner R 120 per person.
- **RSVP:** *Please reply to Bonnie by latest Friday 10th August 2012 so that bookings may be finalised, especially for accommodation.*

Please program your diaries now to already keep these dates reserved. Regional Chairmen **MUST** make every effort to attend, so hopefully the nominations and elections of committees will be resolved by then.

Dependent on the number of attendees that RSVP to attend, the greater the discount that we can achieve, so please give us your full support.

We will keep you posted on progress.

Bonnie Peden



CONTACT NUMBERS CHANGE

Please note that effective 10th/11th April, Bonnie's (LIASA) contact numbers will change to ...

Telephone: (011) 613-4248
Telefax: (011) Awaiting notification
Cellphone remains @ 082 536 2579

EDUCOM COMMUNICATIONS

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« Ignorance of FACT is no excuse »