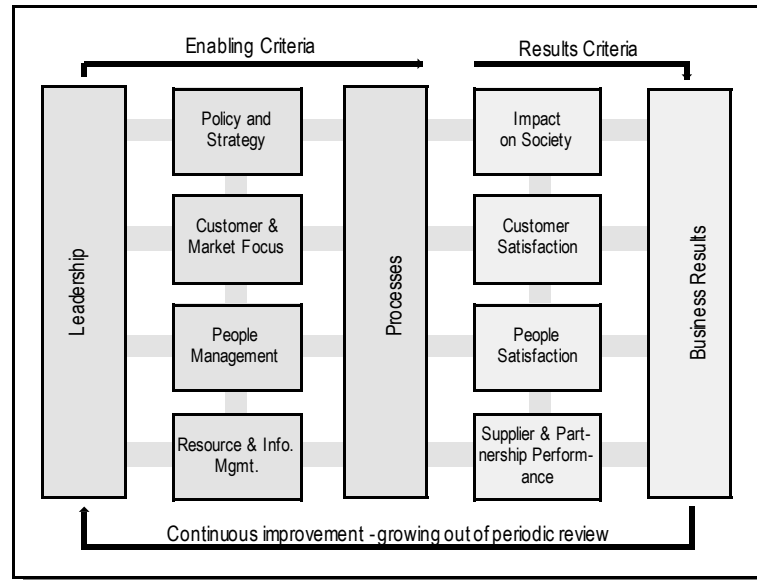


The South African Excellence Model



Self-Assessment Using the South African Excellence Model Questionnaire

Self-Assessment is a comprehensive, systematic and regular review of an organisation's activities and results referenced against a benchmark of performance excellence. The Self-Assessment process allows an organisation to clearly identify both strengths and areas in which improvements can be made, and culminates in planned improvement actions, which are then monitored for progress. It is also an effective means to co-ordinate an organisation's quality improvement initiatives.

For more information see: www.saef.co.za

Registration

The **Striving for Excellence Workshop** venue is the Inkwenkwezi Private Game Reserve, located about 30 minutes from East London. See www.inkwenkwezi.co.za for a map. Lodging will be in nearby guesthouses. Lodging, workshop materials, transport between the venue and the guesthouses and dinner locations, planned meals during the workshop, and a game drive on Saturday are included in the Workshop fee.

To register for the **Striving for Excellence Workshop**, fill in this form, fax it to Martin at **043 7438429**, or Greg at **043 721-1027** and deposit payment as indicated. Places are limited and will be filled in order of receipt of payment.

Family name(s) _____

Given name(s) _____

Company Name _____

Position _____ Since _____

Address _____

Telephone _____ Fax _____

E-mail _____

Web site _____

Company description and strategy (Include products, services, activities, future directions, new geographical areas, year founded, etc.) _____

Number of employees _____

Signature _____

The Workshop fee will depend upon the lodging category chosen. Please indicate the category you select with a tick.

R1490.00 Luxury single accommodation _____

R1300.00 (per person) Luxury double accom. _____
Name of person with whom you will be sharing: _____

(Your name must appear on this person's registration form to make registration for a double room valid.)

R1040.00 Deluxe single accommodation _____

Deposit the workshop fee for the lodging category you indicated to:
"SAFRI Workshop"
account number 62046457520
First National Bank, Vincent East London
Branch Code 211021

Dress for the workshop is casual to smart casual.
(Remember to plan for the game drive!)

Free shuttle service will be available from East London and Mdantsane. We recommend that you use this service, as you will not need your vehicle during the Workshop. To reserve a space on the shuttle, please indicate below with a tick.
Exact departure times and locations will be indicated in the letter acknowledging your registration.

East London - venue - East London _____

Mdantsane - venue - Mdantsane _____

For more information, contact
Martin Kuchler
Eastern Cape Development Corporation (ECDC)
Ocean Terrace Park, Moore Street Quigney, East London
Tel. 043 704-5709, Mobile: 083 4511682
E-mail: mkuchler@ecdc.co.za

DAIMLERCHRYSLER introduces



SAFRI IN CONTACT

SAFRI

Striving for Excellence

November 15th-17th, 2002
Inkwenkwezi Game Reserve

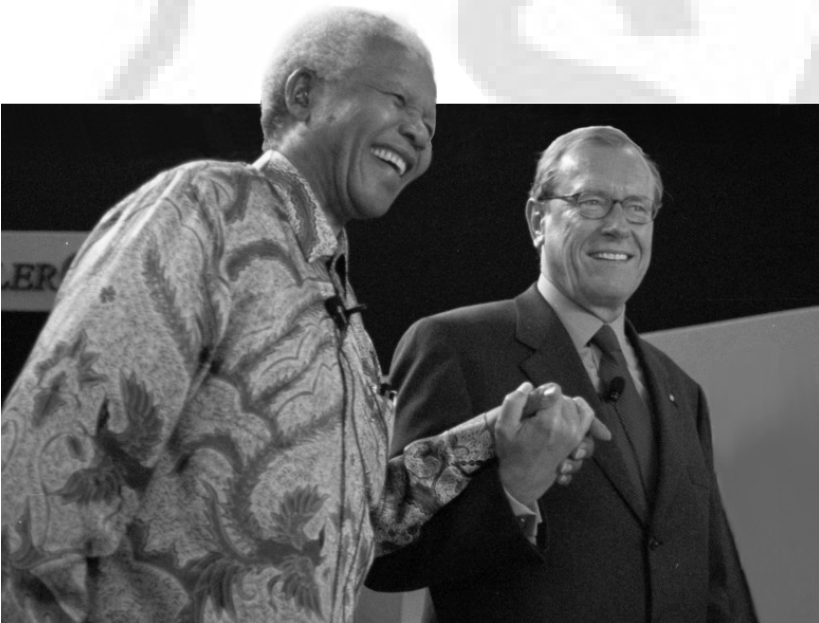
the 2nd
SAFRI Entrepreneurs' Workshop
to be offered in the Eastern Cape by
SAFRI,
the Southern Africa Initiative of German Business

With the assistance and support of:



performance
IDEAL
Management





DaimlerChrysler AG and SAFRI Chairman Juergen E. Schrempp with former South African President Nelson Mandela.

SAFRI

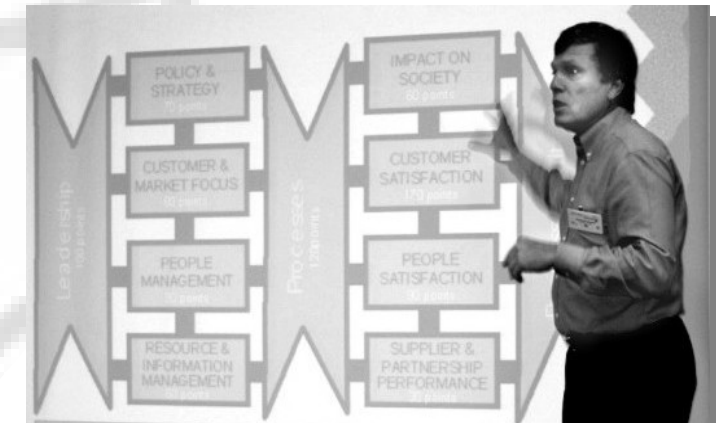
The Southern Africa Initiative of German Business, SAFRI, was founded in 1996 to help improve the economic and political parameters for co-operation in Southern Africa. Accordingly, it focuses its work on the 14 nations of the Southern African Development Community, and aims to promote the potential of German business and industry in this region.

SAFRI promotes competitiveness and empowerment by enabling Southern African entrepreneurs to upgrade their skills and competencies in Entrepreneurs' Workshops and SAFRI-initiated training courses.

For more information see: www.safri.de

Program for the Striving for Excellence Workshop

Friday, November 15th		11h00	Small Group Session 1
10h00	Pre-Workshop Self-Assessment review (optional)	12h30	Lunch
13h30	Workshop registration at venue; check-in at lodging; refreshments	13h15	Supplier & Partnership Performance
15h00	Formal Welcome	13h30	Case Study: BreatheTex Corporation
15h20	Introduction and Introductions	14h15	Small Group Session 2
16h10	The South African Excellence Model	15h45	Break
16h30	Action Planning	16h00	Small Groups report back; discussion
16h50	Leadership	17h00	Game Drive
17h20	Introduction to working groups	20h00	Dinner sponsored by Inkw enkwezi Private Game Reserve
19h00	Reception - Michaela's Restaurant	Sunday, November 17th	
19h30	Dinner sponsored by DCSA	8h00	Breakfast at venue
20h30	Social Responsibility	8h30	Business Results
21h15	Optional Action Planning Consultations	8h45	Small Group Session 3
Saturday, November 16th		10h15	Break
8h00	Breakfast at venue	10h30	Small Group Session 4
8h30	Strategy and Planning	12h00	Case Study: Premier Gaskets
8h50	Customer + Market Focus, Cust. Satisfaction	12h45	Lunch
9h10	People Management, People Satisfaction	13h30	Small Group Session 5
9h30	Processes	15h00	Small Groups report back; discussion
9h45	Break	15h45	Break
10h00	Case Study: Mammoth Financial Services	16h00	EC Competitiveness Survey
10h45	Resource & Information Management	16h15	The Way Forward
		16h45	Farewell + Awarding of Certificates



DaimlerChrysler South Africa CEO Christoph Köpke uses the Excellence Model to illustrate a point.

Advancing down the road to excellence

You're working hard to become more competitive. You've completed a Self-Assessment* of your organisation using the South African Excellence Model, identified your strengths and areas for improvement, and perhaps planned improvement actions.

But - planning and implementing improvement activities is a big challenge! How do you determine how to proceed most effectively?

Sharpen your competitive edge

Invest 2 1/2 days in consultation and exchange with experienced colleagues in a combination of intensive discussion, practical exercises and case studies. The whole program is designed to assist you in integrating excellent practices into your business.

Action-oriented consultations

Participants will spend much of their time with the resource people in small working groups searching for the most effective ways (methodologies, tools, etc.) to tackle their organisations' key excellence gaps.

*If you have not yet done a Self-Assessment of your organisation and want to attend the Workshop, contact:
 Greg Webb
 Global Business Solutions
 Global House, 3 Pearce Street, Berea, East London
 Tel. 043 721-1030, Fax 043 721-1027
 E-mail: johnny@iafrica.com
 Self-Assessment courses and no cost self-study options are available to help you prepare.

SAFRI Team Members at the Eastern Cape Workshop include:



Christoph Köpke

Chairman of the Board
 DaimlerChrysler South Africa (Pty) Ltd.

"Self-Assessment is an integral part of the way we do business. It helps us to focus and sharpen our competitive edge."

Leo Röhrig

CEO, Bakwena Platinum Corridor Concessionaire (Pty) Ltd.

"After years in a corporate environment, I find life in an SME more exciting and very challenging. We always have to be on our toes, looking for better, more effective ways of getting things done."



Excellence is the ultimate competitive advantage

Germany has a successful export-based economy. "Made in Germany" has become synonymous with quality. Likewise, if Southern African businesses are to be competitive on regional and global markets, their products and services will have to meet and beat tough international expectations and standards of quality.

It is up to you to make excellence happen

Top German executives, executives from German companies, local partners, and quality professionals are joining together in this Workshop to invest in the region by sharing their hands-on excellence-oriented expertise with local colleagues.

Can you afford not to take advantage of this unique opportunity?