

DAIMLERCHRYSLER presents

SAFRI

SAFRI IN CONTACT

SAFRI

- Southern Africa Initiative of German Business -
Entrepreneurs' Workshop

Programme

Excellence

the Key to Competitiveness

27th - 29th August, 2004

Elephant Hills Intercontinental Hotel, Victoria Falls, Zimbabwe

A workshop designed *with* entrepreneurs *for* entrepreneurs.
Learn to increase your competitiveness by identifying and addressing key performance gaps and aiming for continuous improvement.

This workshop is being presented with the support of:

Premier Gaskets (Pvt) Ltd,
Willsgrove Ware Pottery (Pvt) Ltd,
Rubber Products Manufacturers (Pvt) Ltd, and
Industrial Cooling and Ventilation (Pvt) Ltd
and
the South African Excellence Foundation.





Dear Colleague

The aim of the “Southern Africa Initiative of German Business”, SAFRI, is to strengthen relations between Southern Africa and German business. SAFRI promotes joint economic and business undertakings to help the region help itself. Positive political and economic developments in this part of the world - especially the NEPAD concept - are proving promising. Democracy and the market economy are becoming more firmly established, providing a good base for further growth.

Already, this region comprises a market of some 190 million consumers, although it should be noted that up until now, the 40 million citizens of South Africa account for some 75% of this economic potential. SAFRI is therefore working to help integrate the other SADC nations as well into the global market. To this end, long-term political stability and economic growth are essential.

Clearly, these aspects are also in the interest of the German – in fact, of the global – economy. Every financial, educational and skill-related investment contributes to the competitive strength of Southern Africa, and gains the investor new markets and partners for the future. I am firmly convinced that our engagement, and yours, will reap political, economical, and social benefits. To help promote the Africa of tomorrow, we must start today.

Through a series of Entrepreneurs' Workshops, SAFRI IN CONTACT is offering Southern African entrepreneurs insight into the knowledge and skills that have contributed to Germany's position as one of the world's leading exporting countries. I invite you to take advantage of this opportunity – for the good of your business and for the good of the Southern African region as a whole.

A handwritten signature in purple ink, which appears to read 'Juergen Schrempp'. The signature is fluid and cursive.

Juergen E. Schrempp

Chairman of the Southern Africa Initiative of German Business

Workshop Programme Overview

Friday, August 27th

- 11:00 Registration and pre workshop preparation
- 12:30 Lunch in the Kasibi Room
- 13:30 Workshop begins in the Gwayi room
- 13:50 Housekeeping, expectations, introductions
- 14:30 Exercise: What does it take to be successful in business?
- 15:00 Taking your business to the next level with the SADC Quality Model
- 15:20 Assessing your business's Performance Excellence with the SADC Quality Model Questionnaire
- 16:00 Leadership
- 16:15 Strategy and Planning - Where do you want to go, and how are you going to get there?
- 16:35 Case Study: The Mammoth Group
- 16:50 Small group work: Assessing your Organisation
- 19:00 Dinner sponsored by SAFRI
- 20:00 Tutoring sessions

Saturday, August 28th

- 08:00 Q and A, Housekeeping
- 08:10 Focusing on Customers and Markets
- 08:30 People are Key to Business Success
- 08:45 Managing Resources and Information
- 10:00 Processes are at the Core of Your Business
- 10:15 Small Group Work: Assessing your organisation
- 11:30 Questions on small group work
- 11.40 Case Study: Rubber Products Manufacturers

- 12:00 Lunch
- 13:00 Social Responsibility
- 13:15 HIV and AIDS – what does it mean to your business? DCSA's HIV /AIDS in the Workplace Programme
- 13:35 Customer Satisfaction
- 14:00 Working with Suppliers and Partners
- 14:15 Case Study: Willsgrove Ware Pottery
- 14:30 Case Study: Industrial Cooling and Ventilating
- 15:05 Case Study: Premier Gaskets
- 15:10 Beyond the Bottom Line
- 15:30 The process of organisational Self-Assessment, consensus finding, prioritising and action planning
- 15:30 Small group work: Prioritising and action planning
- 19:00 Dinner sponsored by DaimlerChrysler; Special pres.: *Zimbabwe: my Country, my Commitment, my Future*

Sunday, August 29th

- 08:10 Session 1: Small group discussion
- 09:10 Session 2: Small group discussion
- 10:20 Session 3: Small group discussion
- 11:10 International Excellence benchmarking
- 11:25 Review of Expectations
- 11:35 The way forward?
- 11:50 Presentation of Certificates of Participation
- 12:00 Closing words
- 12:10 Lunch

Main Workshop Sponsor

DAIMLERCHRYSLER

DAIMLERCHRYSLER AG and DAIMLERCHRYSLER S A (PTY) LTD are, both directly and through their support for the SAFRI Chairman's Office, the principle workshop sponsors.

Strong brands, ground-breaking technologies, innovative products and first-class services have made DaimlerChrysler one of the most successful and respected companies in the world.

With our global presence, our efficient structure and the entrepreneurial energy and innovative strength of our employees, we are well equipped to respond to the major challenges the future will bring and thus ensure a lasting increase in the value of our company. www.daimlerchrysler.com

Workshop Partners



Friday, August 27th

- As of 11:00** **Workshop registration, hotel check-in, and pre workshop preparation and networking**
- prepare participant information (networking) sheets,
 - formulate thoughts and prepare cards: "What does it take to be sustainably successful in business?"
 - interview assigned partner in preparation for introductions during workshop.
- 12:30** **Lunch** in the Kasibi Room
- 13:30** **Workshop begins** in the Gwayi Room
 Welcome on behalf of local Workshop organisers: Themba Nkomo
 Welcome on behalf of DaimlerChrysler: Christoph Köpke
 Welcome on behalf of SAFRI: Nina Mapili
- 13:50** **Housekeeping:** timekeeping, mobile phones, meals, drinks, etc.
Introductions: participants and facilitators introduce each other
Why are you here? What do you expect of this workshop? Nina Mapili et al.
- 14:30** **Exercise in Plenary: What does it take to be sustainably successful in business?**
 Mark van Wyk, Beauty Luti, Michael Lawrence, John Tansell
- 15:00** **Taking your business to the next level with the SADC Quality Model** Mark van Wyk
- 15:15** **Assessing your business's Performance Excellence with the SADC Quality Model Questionnaire** Louise Botha
- 15:35** **Refreshment break**
- 15:55** **Leadership** Christoph Köpke
- 16:15** **Strategy and Planning - Where do you want to go and how are you going to get there?**
 Christoph Köpke and Themba Nkomo
- 16:35** **Case Study: The Mammoth Group** Selikane Motseko
- 16:50** **Small group work: Assessing your Organisation: the Enabling Criteria** Intro by B. Luti
- | Group | Facilitator/s | Area | Group | Facilitator/s | Area |
|-------|--------------------|------|-------|---------------------|------|
| 1 | Botha / Körte | A | 4 | Chichoni / Gesi | D |
| 2 | van Wyk / M. Nkomo | B | 5 | Lawrence / T. Nkomo | E |
| 3 | Luti / Kwenda | C | 6 | Tansell / Motseko | F |
- 19:00** **Dinner** near the pool, sponsored by SAFRI
- 20:00** **Facilitators available** to assist participants with completion of SADC QM Questionnaire

Saturday, August 28th

- 07:00 **Breakfast**
- 08:00 **Q and A, Housekeeping** Nina Mapili
- 08:10 **Focusing on Customers and Markets** Mark van Wyk and Claus Körte
- 08:30 **People are Key to Business Success** Louise Botha and Michael Lawrence
- 08:45 **Managing Resources and Information** John Tansell
- 10:00 **Processes are at the Core of Your Business** Kendrick Chichoni and Mark van Wyk
- 10:15 **Small Group Work: Assessing your organisation: the Results Criteria**
Intro by John Tansell
Refreshments available during small group work
- 11:30 **Questions on small group work** Louise Botha and Mark van Wyk
- 11:40 **Case Study: Rubber Products Manufacturers** Kendrick Chichoni and Mark van Wyk
- 12:00 **Lunch**
- 13:00 **Social Responsibility** Beauty Luti and Albert Gumbo
- 13:15 **HIV and AIDS – what does it mean to your business?** Louise Botha
DCSA's HIV/AIDS in the Workplace Programme Beauty Luti
- 13:35 **Customer Satisfaction** Michael Lawrence and Themba Nkomo
- 14:00 **Working with suppliers and partners** Mark van Wyk and Claus Körte
- 14:15 **Case Study: Willsgrove Ware Pottery** Themba Nkomo
- 14:30 **Case Study: Industrial Cooling and Ventilating** Mandla Nkomo and Ronald Kwenda
- 14:50 **Refreshment break**
- 15:05 **Case Study: Premier Gaskets** Themba Nkomo and Cleopas Gesi
- 15:10 **Beyond the Bottom Line - There is more to business results than you may think!**
Louise Botha
- 15:30 **The process of organizational Self-Assessment, consensus finding, prioritising and action planning** Mark van Wyk
- 15:30 **Small group work: Prioritising and action planning** Intro by Michael Lawrence
- 17:00 to 18:00 **Registration for Sunday Morning Discussion groups** Selections should reflect priorities identified in previous small group session and areas of special interest.
- 19:00 **Dinner at the Said Side, sponsored by DaimlerChrysler**
Motivational speech "Zimbabwe: my Country, my Commitment, my Future",
Albert Gumbo
- 20:30 **Participants work individually to complete their score sheets.**

Sunday, August 29th

07:00	Breakfast
07:30	Hand in Score Sheets; Registration for Sunday Morning Discussion groups
08:00	Q and A, Housekeeping Nina Mapili
08:10	Discussion Group Session 1
09:10	Discussion Group Session 2
10:00	Refreshment Break
10:20	Discussion Group Session 3
11:10	International Excellence benchmarking: where is your organisation, and where is the rest of the world? Louise Botha
11:25	Review of Expectations Nina Mapili
11:35	The way forward? Christoph Köpke et al.
11:50	Presentation of Certificates of Participation Christoph Köpke and Nina Mapili
12:00	Closing words: Mandla Nkomo, Christoph Köpke and Nina Mapili
12:10	Lunch

Discussion Group Sessions				
Subject to change in reaction to demand				
08:10 - 09:00	Session 1		Area	Facilitators
	1.1	Leadership, Strategy and Planning	A	C. Köpke, T. Nkomo
	1.2	Customer and Market Focus	B	C. Körte, R. Kwenda, T. Rama
	1.3	People Management and Satisfaction	C	L. Botha, M. Lawrence
	1.4	Resource and Information Management	D	J. Tansell, S. Motseko
	1.5	Processes: Production Management	E	M. van Wyk, K. Chichoni
	1.6	Social Responsibility	F	B. Luti, A. Gumbo
09:10 - 10:00	Session 2		Area	Facilitators
	2.1	Leadership, Strategy and Planning	A	C. Köpke, M. Nkomo
	2.2	Customer and Market Focus	B	C. Körte, S. Motseko, T. Rama
	2.3	Customer Satisfaction	C	M. Lawrence, T. Nkomo
	2.4	Tracking Business Results	D	L. Botha, Cleopas Gesi
	2.5	Process Mapping	E	M. van Wyk, J. Tansell
	2.6	Social Responsibility	F	B. Luti, A. Gumbo
10:20 - 11:10	Session 3		Area	Facilitators
	3.1	Leadership, Strategy and Planning	A	C. Köpke,
	3.2	Customer and Market Focus	B	T. Rama, T. Nkomo, R. Kwenda
	3.3	Customer Satisfaction	C	L. Botha, M. Lawrence
	3.4	Tracking Business Results	D	S. Motseko, Cleopas Gesi
	3.5	Processes: Production Management	E	M. van Wyk, J. Tansell
	3.6	Supplier and Partner Performance	F	C. Körte, B. Luti