

DAIMLERCHRYSLER

presents

SAFRI IN CONTACT

SAFRI

Programme

EXCELLENCE

the Key to

Competitiveness

18th–20th February 2005, Livingstonia Beach Hotel, Salima, Malawi

Learn how to increase your organisation's competitiveness by identifying and addressing key performance gaps and aiming for continuous improvement.

Workshop Organising Partner: Stansfield Motors Ltd.





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, 18th February

11:00	Registration and pre workshop preparation
12:30	Lunch
13:30	Welcome on behalf of Stansfield Motors Ltd, DaimlerChrysler and SAFRI
13:45	Housekeeping, expectations, introductions
14:30	Exercise: What does it take to be successful in business?
15:00	Taking your business to the next level
15:20	Assessing your business's Performance Excellence
15:40	Refreshment break
16:00	Leadership
16:20	Strategy and Planning
16:40	Focusing on Customers and Markets
17:10	Small group work: the Enabling Criteria
19:00	Dinner
20:00	Tutoring sessions

Saturday, 19th February

08:00	Q and A, Housekeeping
08:10	People are Key to Business Success
08:30	Managing Resources and Information
08:50	Processes
09:10	Small Group Work: the Results Criteria
10:40	Q and A
10:50	Case Studies
11:10	Social Responsibility

11:30	Customer Satisfaction
12:00	Lunch
13:00	HIV and AIDS – what does it mean to your business?
13:20	Working with suppliers and partners
13:50	Beyond the Bottom Line
14:10	The process of organizational Self-Assessment
14:25	Combine Cargo Case Study
14:45	DaimlerChrysler Parts Division – Case Study
15:05	Refreshment break
15:25	DaimlerChrysler Regional Centre Southern Africa
15:35	Small group work: Prioritising and action planning
17:15	Prioritisation exercise
18:30	Braai

Sunday, 20th February

08:00	Q and A, Housekeeping
08:10	Small group discussion session 1
09:10	Small group discussion session 2
10:00	Refreshment Break
10:20	Small group discussion session 3
11:10	International Excellence benchmarking
11:25	Way forward discussion
11:40	Presentation of Certificates of Participation
11:55	Closing words
12:00	Lunch

Main Workshop Sponsor

DAIMLERCHRYSLER

DAIMLERCHRYSLER AG and DAIMLERCHRYSLER SA (PTY) LTD are, both directly and through their support for the SAFRI Chairman's Office, the principal 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 Organising Partner



Stansfield Motors Ltd. Malawi is a family owned company that commenced operations in Malawi more than 80 years ago. It is a leading player in the motor industry and is currently the sole Distributor for Mercedes-Benz (passenger and commercial), Mitsubishi and Peugeot motor vehicles and Yamaha products in Malawi. The company is dedicated to pursuing customer satisfaction and continuous improvement and to striving for professionalism, integrity and excellence in all that it does.

Friday, 18th February

- 11:00 to 12:15** **Registration and pre workshop preparation**
Participants sign in at the venue. Those who have not already done so prepare participant information (networking) sheets, formulate thoughts and prepare cards on "What does it take to be sustainably successful in business?" and prepare to introduce their assigned interview partner. Facilitators will be available for those wanting to work on workshop "homework".
- 12:30** **Lunch** on the terrace, weather permitting, otherwise in the Nyanja Room
- 13:30** **Workshop begins in the Namalenje Room, Livingstonia Beach Hotel**
Welcome on behalf of Stansfield Motors Ltd: Tich Robb
Welcome on behalf of DaimlerChrysler: Geoff du Plessis
- 13:45** **Housekeeping, Expectations. Exercise 1: Introductions** Nina Mapili et al.
- 14:30** **Exercise 2: What does it take to be sustainably successful in business?**
Nina Mapili, Mark van Wyk, Pelayo Omotoso
- 15:00** **Interpreting the results of Exercise 2** Mark van Wyk
- 15:10** **The SADC Quality Model / South African Excellence Model; Assessing your business's Performance Excellence with the SADC Quality Model Questionnaire** Louise Botha
- 15:40** **Refreshment break** in the pool area
- 16:00** **Leadership** Geoff du Plessis
Think about in advance: What leaders do you admire and why?
- 16:20** **Strategy and Planning - Where do you want to go and how are you going to get there?**
David Hackney
Think about in advance: What is your company's Mission? What is your role in achieving it?
- 16:40** **Focusing on Customers and Markets** Pelayo Omotoso and Thireshin Rama
Think about in advance: Who are your customers, and what do they want?
Exercise 3: Role Plays by "the Stansfield Players"
- 17:10** **Small group work 1: Assessing your Organisation: the Enabling Criteria** Intro by Robert Black

Group	Facilitator/s	Area	Group	Facilitator/s	Area
1	Botha	A	4	Hackney / Bartlett	D
2	van Wyk	B	5	Omotoso / Kalonga	E
3	Mapili / Rama	C	6	Kaluwa / Gouws	F

- 19:00** **Dinner** in the Nyanja Room
- 20:00** **Tutoring sessions as needed**

Saturday, 19th February

- 06:30** **Breakfast**
- 08:00** **Questions and Answers, Housekeeping** Nina Mapili
- 08:10** **People are Key to Business Success** Louise Botha and Pelayo Omotoso
Think about in advance: Are you using and developing your abilities to full potential?
- 08:30** **Managing Resources and Information** Cobus Gouws
Think about in advance: What resources and information do you manage? How could you do it better?

Saturday, continued

- 08:50 Processes are at the Core of Your Business** Mark van Wyk
Think about in advance: What are your key processes? Are they documented? Are they regularly reviewed and improved?
- 09:10 Small Group Work 2: Assessing your organisation: the Results Criteria** Intro by Mark van Wyk
Refreshments available during small group work
- 10:40 Questions and Answers on small group work** Louise Botha and Mark van Wyk
- 10:50 Case Studies** Mark van Wyk
- 11:10 Social Responsibility** Pelayo Omotoso
Think about in advance: What businesses do you admire for their socially responsible activities, and why? Why is it important to be a socially responsible organisation?
- 11:30 Customer Satisfaction** David Hackney
Think about in advance: How satisfied are your customers? What could you do to improve their satisfaction?
Exercise 4: Role Plays by "The Stansfield Players"
- 12:00 Lunch**
- 13:00 HIV and AIDS – what does it mean to your business?** Louise Botha
DCSA's HIV /AIDS in the Workplace Programme Pelayo Omotoso
Think about in advance: How is your company impacted by the pandemic? How could it best be dealt with?
- 13:20 Working with suppliers and partners** Geoff du Plessis and Mark van Wyk
Think about in advance: Who are your suppliers and partners? How do you manage these relationships? How could these relationships be better managed?
Exercise 5: Role Plays by "The Stansfield Players"
- 13:50 Beyond the Bottom Line - There is more to business results than you may think!** Louise Botha
Think about in advance: How can the results of your efforts, and your organisation's, be measured?
- 14:10 The process of organizational Self-Assessment, consensus finding, prioritising and action planning**
Mark van Wyk *How do you use the results of the Self-Assessment process?*
- 14:25 Combine Cargo Case Study** Eddie Kaluwa
- 14:45 Case Study: DaimlerChrysler Parts Division – the 2002 South African Excellence Model Award Winner** David Hackney
- 15:05 Refreshment break**
- 15:25 DCRCSA – what the SADC Quality Model has done for us, and what it could do for Southern African dealerships** Cobus Gouws and Thireshin Rama
- 15:35 Small group work 3: Prioritising improvement opportunities, action planning**
Using your Self-Assessment results to plan a way forward.
Important: the priorities you identify here will be used in the following session.
- 17:15 Exercise 6: Prioritisation of Opportunities** Mark van Wyk and Nina Mapili
How do we come to consensus on priority opportunities?
Hand in Score Sheets
- 18:30 Braai**
- 20:00 Facilitators meet** to fine tune planning of Sunday's Discussion Groups.

Sunday, 20th February

- 06:30 **Breakfast**
Last chance to hand in Score Sheets
- 08:00 **Q and A, Housekeeping** Nina Mapili
- 08:10 **Small group discussion / action planning session 1**
- 09:10 **Small group discussion / action planning session 2**
- 10:00 **Refreshment Break**
- 10:20 **Small group discussion / action planning session 3**
- 11:10 **International Excellence benchmarking: where is your organisation, and where is the rest of the world?** Louise Botha
- 11:25 **Way forward discussion**
- 11:40 **Presentation of Certificates of Participation** Geoff du Plessis and Nina Mapili
- 11:55 **Closing words:** Tich Robb and Geoff du Plessis
- 12:00 **Lunch**

Discussion Group Sessions

Small Group Discussion Sessions *(preliminary planning only)*

08:10 -	Session 1	Area	Facilitator
09:00	1.1 Leadership, Strategy and Planning	A	G. du Plessis
	1.2 Customer and Market Focus	B	T. Rama
	1.3 People Management and Satisfaction	C	L. Botha
	1.4 Resource and Information Management	D	C. Gouws, P. Omotoso
	1.5 Processes	E	M. van Wyk
	1.6 As needed	F	D. Hackney
09:10 -	Session 2	Area	Facilitator
10:00	2.1 Leadership, Strategy and Planning	A	G. du Plessis
	2.2 Customer Satisfaction	B	T. Rama
	2.3 People Management and Satisfaction	C	L. Botha
	2.4 Resource and Information Management	D	C. Gouws, P. Omotoso
	2.5 Processes	E	M. van Wyk
	2.6 As needed	F	D. Hackney
10:20 -	Session 3 (to be announced - enter below)	Area	Facilitator
11:10	3.1 _____	A	_____
	3.2 _____	B	_____
	3.3 _____	C	_____
	3.4 _____	D	_____
	3.5 _____	E	_____
	3.6 _____	F	_____