



30 May 2012

**TO: All ITC-SA Members**

**National Communiqué No 007**

Dear All,

In attending the recent Gauteng Regional Branch Meeting, I became aware that more detailed correspondence is required, and that the ITC-SA Membership at Branch level need to see the work that is being done on a national base to manage, market and promote the Institute. I will therefore ensure that you receive quarterly statistical information on the operational activities of the Institute, and will commence with my most recent report to the ITC-SA Executive Committee, and which covers the period March to April 2012.

*Note: In all tables reflected, the figure in **red** on the left hand side reflect the target that was set, while the **black** figure directly on the right hand side of the target reflects the measurement attained.*

**Table 1 (below) confirms the number of audit inspections that was done on a national base. The strategic objective of the ITC-SA is to do at least one audit inspection per Fabricator Member per annum.**

TABLE 1: Audit Inspections done on Fabricator Members Nationally for the reporting period

	Gauteng		Western Cape		South Eastern Cape		KZN		TOTAL AUDITS DONE	
<b>Fabricator Members</b>	<b>22</b>	22	<b>4</b>	4	<b>4</b>	7	<b>10</b>	1	<b>40</b>	<b>34</b>
<b>Erector Members</b>	<b>3</b>	3	<b>4</b>	5	<b>1</b>	0	<b>1</b>	0	<b>9</b>	<b>8</b>
<b>Prospective Erector Member</b>	<b>4</b>	4	<b>2</b>	2	<b>2</b>	9	<b>2</b>	0	<b>10</b>	<b>15</b>
<b>TOTAL PER REGION</b>	<b>29</b>	29	<b>10</b>	11	<b>7</b>	16	<b>13</b>	1	<b>49</b>	<b>57</b>

**FINDING:**

The overall performance by the team was satisfactory. The only non-performing Region was KZN, and who skewed the performance of the team as a whole. This was due to a capacity problem, but this has been addressed, and is expected to correct itself with immediate effect.

**Directors:**

R.C. Adams (Chairman)  
J. van der Westhuizen (Deputy Chairman)  
F.C. Wagenaar (Executive Officer)  
E. Piyackis\*, N.A. Lawrence, P. de Villiers  
F. Smit, J.R. Naik, S. Auret, C.D. Hobson, I. Keevey  
M.G. Ferreirinha, L.J. Cotton, R. Hahndiek  
S.S. Meiklejohn\*\*, W.J. Slabbert  
\*Greek \*\*British

Table 2 (below) confirms the number queries and complaints received and also confirm whether these were resolved within an acceptable timeframe. The strategic objective of the ITC-SA is to resolve all queries and complaints within a 24 hour period.

TABLE 2: Queries and Complaints received over the reporting period.

	Gauteng	Resolved In 24 hrs	W Cape	Resolved In 24 hrs	SE Cape	Resolved In 24 hrs	KZN	Resolved In 24 hrs	TOTALS PER REGION
Queries Received	1	1	1	1	1	5	1	0	7
Complaints Handled	1	1	1	1	1	2	1	0	4
TOTAL PER REGION	1		1		5		0		11

**FINDING:**

All complaints and queries were dealt with effectively and promptly. No complaint or query was forwarded to Head Office for resolution.

Table 3 (below) confirms the number Regional Branch Meetings that were held in the respective Regions.

TABLE 3: Branch Meetings held during the reporting period.

	Gauteng		Western Cape		South Eastern Cape		KZN		TOTAL MEETINGS	
Branch EXCO	1	1	1	1	1	3	1	0	4	5
Branch AGM	1	1	1	1	1	1	1	0	4	3
TOTAL PER REGION	2		2		4		0		8	

**FINDINGS:**

Some Regional Branch Structures are not functioning as expected. More attention must be given to operationalising these Branch Structures in support of the ITC-SA. The effective functioning of the Regional Branch Structures will contribute to a better knowledge and understanding of the strategic direction that the ITC-SA is taking.

Table 4 (below) confirms the number of Marketing and Awareness Meetings that were held in the respective Regions.

TABLE 4: Marketing visits to create ITC-SA awareness undertaken during the reporting period.

	Gauteng		Western Cape		South Eastern Cape		KZN		TOTAL VISITS	
L/Authority Visits	2	1	2	2	2	19	2	0	8	22
Presentations to Stakeholders	1	1	1	0	1	0	1	0	4	1
TOTAL PER REGION	3	2	3	2	3	19	3	0	12	23

**FINDINGS:**

SE Cape Region performed exceptionally well. More attention to this strategic objective is required to promote the organization at the right forums and with the right decision makers.

**Table 5 (below) confirms the training that was done in the respective Regions.**

TABLE 5: Regional Training Sessions held during the reporting period.

	Gauteng		Western Cape		South Eastern Cape		KZN		TOTAL TRAINING SESSIONS	
<b>Fabricator Training</b>	1	0	1	0	1	3	1	0	4	3
<b>Erector Training</b>	0	0	0	0	0	0	0	0	0	0
<b>Inspector Training</b>	0	0	0	0	0	0	0	0	0	0
<b>TOTAL PER REGION</b>	0		0		3		0		3	

**FINDINGS:**

Training is not seen as a priority, and this need to change. With the assistance of the Regional Branches, a strategic document, guiding, informing and enforcing training for all ITC-SA Members need to be compiled to guide this process. Specific attention must be given to Designer Estimator training and System Members must ensure that Fabricator Member staff is appropriately trained and skilled to undertake the designs of mono planer nail plated roof structures.

**Table 6 (below) confirms liaison with important Industry Stakeholders that happened in the respective Regions.**

TABLE 6: Regional liaison with important Industry Stakeholders.

	Gauteng		Western Cape		South Eastern Cape		KZN		TOTAL	
<b>NHBRC</b>	2	0	1	0	1	2	1	0	5	2
<b>ITFB</b>	2	0	1	2	1	2	1	0	5	4
<b>Government</b>	0	0	0	0	0	0	0	0	0	0
<b>OTHERS</b>	0	0	0	0	0	0	0	0	0	0
<b>TOTAL PER REGION</b>	4	0	2	2	2	4	2	0	10	6

**FINDINGS:**

ITC-SA has a strong base of support in the statutory bodies that operate in the built environment. This benefit is not utilized to its fullest potential, and Regional attention must be focused on the establishment and maintenance of these relationships to the benefit of the ITC-SA.

**CONCLUSION:**

As a whole, I am satisfied with the level of performance attained over the reporting period. ITC-SA has never had a formal performance measurement, and with this in place quick and directed corrective action will be possible. The ITC-SA response to, and actions to correct our performance will confirm to ourselves and all industry stakeholders our commitment to be true to our vision and mission statement and to meet our strategic objectives.

Remember the ITC-SA belongs to the Membership, and that your input will always be valued. Therefore, please do not hesitate to forward proposal and ideas that you believe will add value to the membership and industry stakeholders. All proposals and ideas will be discussed with yourself and will be approved at the right forum and you will be kept informed.

Kind Regards

Fred Wagenaar  
Executive Officer (ITC-SA)