



12 September 2012

TO: All ITC-SA Members

National Communiqué No 013

Dear All,

Below please find statistical information on the performance of the ITC-SA Nationally. Note that the performance parameters that are used align with the Institutes Strategic Objectives and reflects the operational performance for the period March 2012 to August 2012.

The current membership status of the ITC-SA is as follows:

- System Members: 4
- Fabricator Members 215
- Erector Members 41
- Inspector Members 61
- Engineering Members 5
- Associate Members 5
- Honorary Members 5

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

TABLE 1: Audit Inspections done on ITC-SA Members Nationally for the reporting period

	Gauteng	Western Cape	South Eastern Cape	KZN	TOTAL AUDITS DONE
Fabricator Members	50	28	18	21	117
Erector Members	3	20	0	0	23
Prospective Erector Member	4	6	31	0	41
TOTAL PER REGION	57	54	49	21	181

Directors:

L.J. Cotton (Chairman)
E. Piyackis* (Deputy Chairman)
F.C. Wagenaar (Executive Officer)
R.C. Adams, N.A. Lawrence, Y.E. Darsot
P. de Villiers, S. Auret, C.D. Hobson, E.P. Curry
M.G. Ferreira, W.J. Slabbert, K.L. Leokana
*Greek

FINDING:

The overall performance by the team was satisfactory. The table reflects that ITC-SA will complete at least one Audit Inspection per Fabricator Members during this financial year. The appointment of SATAS has significantly improved the Fabricator Audit Inspection performance of the ITC-SA.

Positive feedback in regards to this process is received on a daily base, and which support the decision that was taken in July 2012 to source this function out.

Table 2 (below) confirms the number queries and complaints received per Region and nationally 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	TOTAL Q and C
Queries Received	7		25		20		4		56
Complaints Handled	3		5		3		3		14
TOTAL PER REGION	10		30		23		7		70

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	5	2	6	1	14
Branch AGM	0	2	0	0	2
TOTAL PER REGION	5	4	6	1	16

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.

Although Branch Meetings are managed by Branch elected structures, the ITC-SA Executive Officer may be invited to attend and to address the Regional structures on specific issues. In future, provision shall only be made for the following meetings at Regional level:

- General Branch Meetings
These meetings will be used to discuss all operation issues that have arisen during the period preceding the meeting and will cause issues that could not be resolved to be passed back to the ITC-SA Executive Committees for resolution.
- Branch Annual General Meetings
This meeting will be used to elect the Branch Committee.

The Regional AGM Meetings was put on ice for the National AGM, but provision will be made to have these meeting convened before the end of this calendar year. The Meeting Schedule for the period leading up to the next National AGM has been compiled and will be circulated for comment and implementation.

The ITC-SA is also busy standardizing the Regional agendas and reporting requirements, as to allow for both the ITC-SA EXCO and Board to receive the same information on operational activities nationally, and which will allow the Executive Members to respond to Regional requests and queries from a broad based perspective.

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	3	7	80	0	90
Presentations to Stakeholders	4	0	1	0	5
TOTAL PER REGION	7	7	81	0	95

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
Fabricator Training	2	0	11	0	15
Erector Training	0	0	0	0	0
Inspector Training	0	0	0	0	0
TOTAL PER REGION	2	0	11	0	15

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.

The Fabricator Audit Inspections have revealed that ITC-SA Fabricator Members are operating with Designer/Estimators that have not yet completed the ITC-SA Basic and Intermediate Designer Courses. All Fabricator Members that have staff that need to complete these courses are urged to encourage their Designer/Estimator staff to qualify themselves as soon as possible by enrolling for the offered training.

Full detail of this training course and examination may be obtained from the ITC-SA web site, but potential candidates are also invited to liaise with Ms. Amanda Obbes for more information and dates for the next course.

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
NHBRC	6	0	2	1	9
ITFB	6	4	13	3	26
Government	3	1	0	3	7
OTHERS	2	63	4	0	69
TOTAL	17	68	19	7	111
PER REGION					

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.

Again, 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)