

Conference Must Deliver Something By John Walley

A Conference on 'New Zealand's Macroeconomic Imbalances' was held by the Treasury, the Reserve Bank and Victoria University last month. The Conference was designed to build on a similar forum in 2006 called 'Testing Stabilisation Policy Limits in a Small Open Economy'. The problem was despite a financial crisis and a recession in between times there was little to update. The exact same imbalances exist and there has been little to no progress made to address them.

Bob Buckle opened the 2006 Conference detailing the problems they were looking to address. A couple of excerpts stood out:

"The so-called imbalances have manifested themselves in a number of areas: CPI inflation has increased beyond the top end of the Reserve Bank's target band; the balance of payments Current Account Deficit (CAD) increased to over 9 per cent of GDP (one of the largest amongst developed economies); asset prices (notably house prices) increased rapidly; and household debt levels rose to historic highs."

And:

"Associated with this pattern, the New Zealand economy also experiences large exchange-rate swings over the cycle. These large swings may have adverse effects on investment and productivity, again particularly in the tradables sector."

Since the 2006 meeting the current account deficit has remained a problem, house prices have remained elevated and the exchange rate has not eased off for a significant period of time despite some swings.

Investment and productivity levels have also remained low.

Both Treasury and the Reserve Bank encourage the Government to tax capital gains, but other than that there is little policy advice made public. New Zealand's economic fortunes are such that these institutions should be pushing changes to revitalise the tradable sector and drive productivity growth.

Bernard Hickey made these comments after attending this years' conference:

"There was a lot of talk about unintended consequences and finger pointing at politicians and voters. There seemed to be an awful lot of shoulder shrugging and a disturbing acceptance of our lot in life. New Zealand seemed stuck in a rut as a commodity exporter with a high currency, high debt and a reliance on foreign creditors."

"My frustration culminated in the final session where two very senior figures in New Zealand's business and economic community questioned this status quo. They pointed out that our reliance on a floating exchange rate and an inflation-targeting central bank had led to high interest rates, low investment rates and higher foreign debts. They were essentially saying the orthodoxy adopted since the mid 1980s was not working."

"Their points weren't even addressed by policy makers with their hands on the levers of monetary and fiscal policy."

"The whole conference reeked of complacency, a lack of urgency and a sense of impotence."

July 2011

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It is important that meetings like this occur so that strategies to deal with the economic issues of the day are discussed, but this must be followed with action.

The argument that economic changes can't be made for political reasons is a weak one. A number of these policy issues, capital controls for example, fly under the public radar and in any case who wouldn't vote for changes to make them wealthier?

Discussions like this must be followed up with recommendations to the Government. This will reinforce the major areas of work for the Treasury and the Reserve Bank, and put the necessary pressure on the Government to instigate change.



Sales Improve Off Low Base

The latest New Zealand Manufacturers and Exporters Association (NZMEA) Survey of Business Conditions completed during June 2011, shows total sales in May 2011 increased 15% (export sales increased by 22% with domestic sales increasing 10%) on May 2010.

The NZMEA survey sample this month covered NZ\$382m in annualised sales, with an export content of 45%.

Net confidence fell to -33, down from the 13 result reported last month.

The current performance index (a combination of profitability and cash flow) is at 102, up from 99.5 in April, the change index (capacity utilisation, staff levels, orders and inventories) went down to 102 from 103 in the last survey, and the forecast index (investment, sales, profitability and staff) is at 101.75, down on April's result of 102.25. Anything less than 100 indicates a contraction.

Constraints reported were 67% markets, 22% production capacity and 11% capital.

Staff numbers for May increased year on year by 1.8%.

"We are starting to see a recovery in sales after the large drop in sales seen during the economic crisis and a period of bouncing along the bottom since," says NZMEA Chief Executive John Walley.

"The recovery shows some pick up in markets offshore from depressed levels in the past couple of years and we have started to see some growth in the number of firms reporting capacity and capital as constraints. The Christchurch earthquakes are a contributing factor to production capacity problems."

"The exchange rate remains a problem and it continues to suppress investment and any stronger recovery in export returns even at increased sales levels."

"We have seen the impact of this with KiwiRail sourcing rolling stock from China National Rail rather than local manufacturers. A competitive exchange rate would have seen this work remain in New Zealand. Effectively the Government is choosing short-term spending power over long-term jobs and capacity development by completely ignoring the exchange rate in its Policy Targets Agreement with the Reserve Bank."

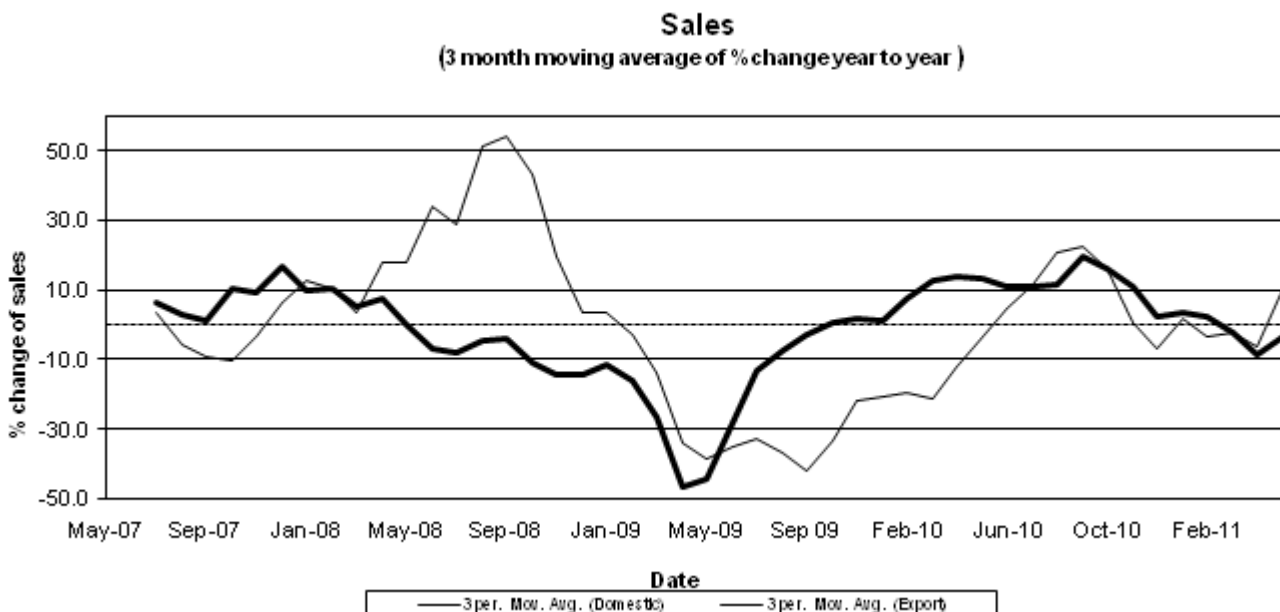
"Lower confidence and index ratings indicate that respondents are very concerned about the fragile recovery in the United States and Europe and there are also concerns about the persistence of strong growth rates in China and Australia."

"Christchurch manufacturers are continuing to report some difficulties getting insurance payments with some still waiting on business interruption payments from February."

"More generally a supportive policy framework for the tradable sector is needed to maximise earnings and encourage investment if the demand increase is sustained."

"Global markets remain uncertain, a more competitive exchange rate and other fiscal incentives are needed to encourage investment in the tradable sector."

The New Zealand Manufacturers and Exporters Association survey gathers results from members around New Zealand. It provides a monthly snapshot of manufacturers and exporters' sales and sentiment.



I Quit

So, one of your staff resigns. After uttering a silent “b*****r”, what do you do?

Firstly, ask yourself, do you want to keep them?

Are they really contributing at the level you want? Would losing them be a tragedy, inconvenient or an opportunity?

Often the excuse is they are leaving for more money. The reality is that people leave for a number of reasons with money often being one of the least important. Giving them more money, therefore, won't solve the underlying issues. It might give you 6-9 months but ultimately money won't hold someone.

If losing them would be a tragedy.

What could work is taking the time to listen, understanding the factors that led to their decision. In an appropriate and genuine way respond to these, for example admitting you have dropped the ball or offering new and attractive alternatives to their career aspirations can be helpful.

It may be too late to change by the time someone has resigned, but it is worth noting that key people are often not given advancement because the company “needs them in their current position”. This is a short sighted approach to managing staff when these same skills make them attractive to other employers who will provide the growth they seek.

If losing them would be inconvenient.

Sometimes it is just a nuisance. The individual is a contributor, well liked and you feel disappointed about them going. If you are honest some of the disappointment may be that you feel a personal rejection. The person is leaving you when after all you were the one to “give them the break”. Remember at those times that your role as a manager is to mentor people and encourage them to grow. If they can't do that in your company they have to leave. Celebrate the fact that they leave your team better equipped to achieve their life goals!

If losing them is an opportunity.

Slow down. Rather than rush to replace them. “Get me another person like X”, think about what the company needs.

Why the above scenario of resignations from your company may be increasing and three reasons to worry.

Firstly, over the last two years whenever someone left a company the extra work was more often than not, spread around the remaining staff. This kept costs down at a time when they needed to be tightly contained, but it increased stress on staff, at all levels. Employees often felt unable to complain as job opportunities were hard to come by.

At the same time pay increases have been lower than usual or not forthcoming at all. Companies stopped paying bonuses and the reality is that “real” remuneration for many roles stalled and slipped behind the rate of inflation. People are feeling hard done by and this is exacerbated as company results started to improve. While many sectors (retail, building products) have had a tough time, others such as dairy, non-manufacturing export have performed well, yet there is little differentiation in their pay.

The third reason for concern is, as a result of one above, fewer opportunities for advancement existed. The latest Seek job Data (see our analysis of some sectors <http://bit.ly/HvxdF>) is showing an increase in the number of job postings. Farrow Jamieson has noticed that it is becoming increasingly difficult to find some specialist skills. As candidates realise that the market has turned they may vote with their feet!

What are you doing now to prepare?

This article was provided by Farrow Jamieson. If you require further information relating to this topic please contact us on email: nzmea@nzmea.org.nz or phone 0800 353 2540.

CNC Machinists and Foundry Moulders added to Essential Skills List

Metal Machinist (First Class) (CNC Machinist) and Metal Casting Trades Worker (Foundry Moulder) have been added to the Essential Skill Shortage List by the Department of Labour in a recent review. This means that people from overseas may be granted work visas to work in these fields.

There has been a shortage of machinists for some time with insufficient apprentices being trained in New Zealand. This will allow the immediate shortage to be met, but it is important that apprentices are trained where possible. The NZMEA will continue to lobby for Government support to make apprentice training more affordable.

The NZMEA would like to acknowledge the efforts of Lane Neave for helping us to make this possible. The changes come into effect on the 11th of July. More details are available on the website:

<http://www.immigration.govt.nz/migrant/general/generalinformation/news/esidreview.htm>



SME Governance

The future of each Small or Medium Enterprise (SME) will play out in either of only two ways - it will either grow, or it will fail. Growth can be an unsteady process with fast and slow phases and can often be characterised by both cashflow and management challenges. Failure can either be a slow and lingering process, or a spectacular event.

Some would argue that there is a third option – stagnation. However, in the dynamic environment in which business operates today, stagnation is just a slow patch on the journey to failure.

The question is - *what can the business owner do to increase the chances of growth and reduce the risks of failure? One of the better answers is - invest in sound governance.*

For the SME owner, governance is about working *on* the business, as well as working *in* the business. This can be a challenge that requires the owner to wear many hats - those of director, manager, operator and shareholder. The work of governance requires the owner to both look into the future to develop appropriate purpose, goal and strategies, and to take a 'helicopter' view over the present to assure operational performance, compliance and stakeholder satisfaction. Governance often requires SME business owners to be the objective critic of their own management actions.

In the SME world it is no surprise that the immediate concerns of management and operations take precedence over governance. This may be the single biggest risk that the SME faces - a blindness to both the future and to the big picture.

How can this risk be overcome? Investing in governance as the solution can take time and will cost money, so be prepared for that. It may also be the most cost-effective risk mitigation strategy that you deploy. How many of the steps you take down the governance path will be dictated by the scale of your organisation, the rate of growth and the strength of your cashflow. That you start is more important than where you stop.

The first step is achieving awareness of the important role of governance in securing a growth path for the organisation. Attendance at SME governance workshops and seminars can support this learning. It will help to tease out the distinctions between governance and management and highlight the actions to be taken under each 'hat'.

The second step is to use your existing business advisers to provide external and objective views of your management and operations. Listen to what they tell you and work to implement what they say. Don't pay for objective advice and then ignore it.

The third step is to consider an advisory board to provide a regular and external governance injection into your organisation. This can give you regular access to different perspectives without yielding control over decision-making. Select a few people that you respect, can work with and whose advice you will value. Don't choose friends who think the same way as you do. Get advice about how to structure your advisory board and how to remunerate/reward the members.

The fourth step is to appoint a board and yield decision-making control to that board. Again, advice as to how to do this well is essential. Select the right people for you and your business, especially the person who will become Chair – your relationship with him/her will be pivotal. Make sure that the appointments are for a fixed term, and that you (as shareholder) use your voting powers wisely in the initial appointments and in voting against reappointments where a board member is not performing to your satisfaction.

However far you choose to go down the governance path, SME ownership can be a fraught and lonely business in which it is often difficult to separate work and family and to do justice to both. Seek out others in the same space as you, share ideas and support one another. Engagement with others can be pivotal to withstanding the slow patches and achieving your growth plans.

The Organisation Development Institute provides a wide range of training and development programmes, including a programme of SME governance workshops. These workshops are approved throughout New Zealand for NZTE's Capability Development Voucher Scheme.

This article was provided by The Organisation Development Institute. If you require further information relating to this topic please contact us on email: nzmea@nzmea.org.nz or phone us on 0800 353 2540.



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Business Recovery Lessons

Attendees at the May Forum on “Coping with Natural Disasters and Emergencies” related their differing experiences in the recent earthquake both the expected and unexpected. Many of those attending had reviewed their emergency plans for disasters following their experiences in September and then found they were soundly tested in February. Their experiences this time were around:

- The business site and related issues, damage to buildings, ground liquefaction, plant and racking damage (need for stronger rating), site access difficulties, loss of utilities such as power, water etc.
- Dealing with outside organisations on a daily basis (rather than business to business), EQC, insurance assessors insensitivities, insurance companies, gaining access to structural engineers etc.
- Staff availability issues, communication difficulties, stress, and leadership weaknesses.
- Loss of records if computer records were not backed up off site.

A reoccurring theme that all came back to was the human factor or ‘soft issues’ immediately during the disaster such as:

- The failure of many fire wardens to perform their duties when the earthquake occurred during a lunch break and their first thought was for their family rather than their agreed safety duties.
- Location of everyone especially those off site at the time, or even confirmation that they were off site, or had left without advising anyone and were not under collapsed stock shelving.
- Appearance of natural leaders who had not been identified. The opposite of some fire wardens who remained on the job but did not cope with the crisis.
- Need for backups in case fire wardens and key staff are absent.
- Inadequacy of communication systems internally when systems overloaded

One solution adopted was to appoint buddies for each warden to provide support or cover for absences of any wardens.

Later as time went on, people issues developed during the business continuity or recovery phase such as:

- Absenteeism affecting the business’s ability to achieve continuity and recovery.

- Increased staff ‘churn’ or turnover as some people left the city or decided on other work.
- Stress impact on management.
- Stress on everyone hit badly outside of their work with damaged homes and concern over the future of their property.
- Impact on families of unsettled children and temporary school arrangements.
- Need for counseling for fragile staff members.
- Concern for the impact of winter on people already stressed and in badly hit suburbs.

What could go badly wrong?

Perhaps the business has premises so severely damaged in a natural disaster that the business cannot resume without a lengthy rebuilding programme, or the area operated in is inaccessible for a substantial period of time.

It may be that the main server for the computer system is not accessible, like in the red zone. The premises maybe destroyed under emergency powers of the Civil Defence authorities, leaving the business unable to temporarily recommence quickly or avoid major losses.

The potential loss of customers and suppliers can impact on a business’s ability to survive, but some short term fall in demand can assist the business to cope with the lower production levels experienced in the immediate days and weeks after an emergency.

A “Natural Disasters and Emergencies Risk” board level policy template is available at no charge, contact the NZMEA for more details.

This article was provided by Livingston Business Consultants. If you require further information relating to this topic please contact us on email: nzmea@nzmea.org.nz or phone 0800 353 2540.

Forums / Workshops

Workshops are open to all members of your staff, members and non-members of the NZMEA. For more information and to register on-line visit: www.nzmea.org.nz, select **Events/Training** for the full list of events. Or you can contact us on 0800 353 2540 or email: nzmea@nzmea.org.nz.

Workshop: Develop Quick Changeover Procedures in a Competitive Manufacturing Organisation Wednesday, 27 July, 9:45am - Christchurch

Many companies spend more time changing over between products than actually making them – does this sound like your operations? Find out how to reduce your changeover times by 50% or more.

This workshop covers the knowledge and skills needed to develop/improve quick changeovers in a manufacturing environment. Speed and Safety are built into this process ensuring a rapid changeover that is right first time, every time.

Participants will learn how to apply a structured development and/or improvement of changeover procedures. To do this they will critically analyse the existing changeovers and by applying quick changeover principles, develop improved changeover procedures.

Included is the application of skills associated with communication, problem solving, initiative, enterprise, planning and organising in order to analyse and determine changeover procedures. This workshop also covers aspects of self management and learning to ensure feedback and new learning is integrated into the development of procedures.

Places are limited so please register early.

Who should attend: Production and Operation Managers / Supervisors, Engineering and Maintenance personnel and Continuous Improvement Champions.

For further details on this workshop and to register online visit www.nzmea.org.nz and go to Events/Training.

Forum: Risk Management in Lean Manufacturing Tuesday, 2 August, 4:00pm - Auckland

Lean Manufacturing implementation, precisely like any other project, is often plagued by several risks which precipitate into classic mistakes. These risks are technical as well as cultural. In other words they emanate from all four essential facets of management namely: People, Process, Product and Technology.

This Forum will give an overview on the following:

- Risk identification and analysis.
- Risk control and monitoring.
- Ensure the process of risk management is timely and effective.

Who should attend: Anybody interested in learning more about Lean Manufacturing Management.

For further details on this workshop and to register online visit www.nzmea.org.nz and go to Events/Training.



Invitation to the CEO Forum Monday, 18 July, 5:00pm - Christchurch

The President and Members of the Council and Executive of the NZMEA invite members to our next CEO Forum.

The guest speaker at this function will be Dr Russel Norman, Co-Leader of the Green Party. Dr Norman is a member of the Finance & Expenditure Committee, he is also the Party's spokesperson on Economics and Finance, Climate Change (ETS), and Environment (Water)..

For further details on this meeting and to register online visit www.nzmea.org.nz and go to Events/Training.

Workshops/Programmes

Workshops are open to all members of your staff, members and non-members of the NZMEA. For more information and to register on-line visit: www.nzmea.org.nz, select **Events/Training** for the full list of events. Or you can contact us on 0800 353 2540 or email: nzmea@nzmea.org.nz.

Certified in Production & Inventory Management (CPIM): Detailed Scheduling and Planning (DSP) The 3rd CPIM Module for Supply Chain Professionals Starts Monday 17 October, Christchurch, 5 half days.

This is the third module in a series of five that make up the Certified in Production and Inventory Management (CPIM) programme, the internationally recognised qualification from APICS.

This module focuses on the various techniques for material and capacity scheduling. You will study detailed descriptions of Material Requirement Planning (MRP), Capacity Requirement Planning (CRP), inventory management practices, and procurement and supplier planning.

Who should attend: Supply chain professionals wanting to continue their CPIM studies, Master Planners and Schedulers, Operations Managers, Sales and Marketing Managers (because of the depth on demand planning).

For further details on this programme and to register online visit www.nzmea.org.nz and go to Events/Training.

Certified in Production & Inventory Management (CPIM): Basics of Supply Chain Management (BSCM) The 1st CPIM Module for Supply Chain Professionals Starts Thursday, 27 October, Christchurch, 5 half days.

This is the first module in a series of five that make up the Certified in Production and Inventory Management (CPIM) programme, the internationally recognised qualification from APICS.

This module is often taken on its own by employees of all functions. All employees, regardless of job title, can benefit from this course and gain a better understanding of manufacturing business processes.

You will explore the basic concepts in managing the flow of materials in a supply chain. In this programme, you get a complete overview of material flow from internal and external suppliers to and from your organisation.

Who should attend: Supply chain professionals wanting the CPIM qualification, Master Planners and Schedulers, Operations Managers, All other employees including managers and supervisors requiring an understanding of supply chains and their role in them.

For further details on this programme and to register online visit www.nzmea.org.nz and go to Events/Training.

NZMEA Update

We now have access to Manca House but the building is being assessed and we are still not able to occupy it. The NZMEA staff are all available to take your emails and calls, please use our free phone number 0800 353 2540 or 03 353 2540, or relevant email addresses. All our programmes are operating as normal. Details will continue to be posted on the events schedule.

For updates visit our website, www.nzmea.org.nz



We appreciate the support of **printing.com** Riccarton Road

70 Riccarton Road, Christchurch

phone: 377 7600 / **email:** sales.chch@printing.com / **website:** www.nz.printing.com

Five Steps in Social Media

Confusion and misconception still surrounds social media and many people in business still struggle with issues like, is it a time waster, doesn't it cost money, how do I avoid the negative feedback?

Social media is as hard or as simple as you make it – and once you get in the swing of things, it's actually more simple than you might think.

So let's take a look at some of the truths, half truths and myths around social media.

1. Let the intern do it.

Sure the intern probably does know and understand social media, but remember the person managing your social media is the public face of your company. They answer questions about your products and/or services, deal with or re-direct complaints, and often produce and share your content: so is the new intern the right person for this responsibility? This role is all about marketing, communications and sales, so the person in charge needs to have a very good handle on your marketing aims and your overall business goals, with a good instinct on what's appropriate and what's not for your social media strategy.

2. Social media is only for the young.

Wrong! On the consumer side, the largest group of Facebook users is the 35-54 age, and the biggest growth is in the 55+ group. A Facebook fan of your page may be 20 or 60 years of age, they don't see themselves as a target age group, they see themselves as fans who will question, support, query and recommend your business/product. Age doesn't matter in social media.

3. Social media doesn't cost.

No. It costs time and effort and labour resources. Studies show that some in marketing agree that social media reduces their overall marketing costs, but it does come with a cost. Savings can be made by shifting social media marketing costs from traditional advertising budgets, to fund staff working on your social media. You must allow a budget for that investment of time. First of all in creating a content strategy and plan, and then in the person or people to put it in place and manage it. Yes it's free to set up a Facebook page, but it will cost money to make your social media marketing effective, so budget for this and accept it.

4. Social media marketing means following a simple set of rules.

Well yes and no. Yes, there are common themes as to what works such as being sincere, helpful, consistent and knowledgeable. The same applies for what doesn't work like using social media as one-way repetition of your sales advertising. There is no set way to manage your social media as it's so new that rules are still being written.

But like any communication if you commit to it and are sincere, add value and take the time to build a community you will quickly learn what's working and what's not.

5. Social media marketing gets immediate results.

Never; well almost never. Yes occasionally you will have an immediate and popular Facebook page, but just like you have lottery winners every week, they are one in a million. A social media community takes time to build. Like our real life relationships you have to work at it, build trust and rapport and then like good friends do, they will stick with you through the good and the bad - as long as you treat the relationship with respect.

In life and business we've always created our own networks and as always in marketing 'word of mouth' is the best form of marketing. With Social Media the networking is the same but the tools are new: Twitter started in 2007, Facebook 2006 and You Tube in 2005. Social Media is about building relationships and influencing and shaping conversations about your service, product or brand.

The real risk is in ignoring those conversations.

Social media is where someone, somewhere may be talking about you or a similar service/product, so you need to be there talking back, defending, suggesting or even taking on board the feedback and being seen to react and telling everyone about it. Imagine a room of people talking about you and you're not there to defend yourself.

So get online, explore, create a content plan and take part in the conversations, because you're missing out if you're not listening and taking part.

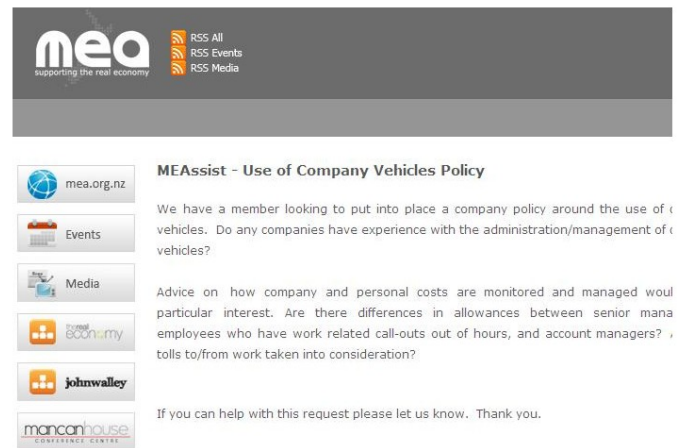
This article was provided by Tandem Studios. If you require further information relating to this topic please contact us on email: nzmea@nzmea.org.nz or phone 0800 353 2540.

MEAssist – Finding Answers to Your Questions

MEAssists allow the NZMEA to ask questions and seek help on your behalf. This can relate to almost anything including warehouse space, dealing with drugs in the workplace, or quality systems.

The best people to answer these questions are manufacturers, like you, that have experienced the same issues themselves. Tapping into the real world experience of others members can be helpful especially for small businesses. MEAssists allow for prompt responses to practical issues.

This article was provided by the Manufacturers and Exporters Association. If you require further information relating to this topic please contact us on email: nzmea@nzmea.org.nz or phone 0800 353 2540.



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MEAssist - Use of Company Vehicles Policy

We have a member looking to put into place a company policy around the use of vehicles. Do any companies have experience with the administration/management of vehicles?

Advice on how company and personal costs are monitored and managed would be of particular interest. Are there differences in allowances between senior managers and employees who have work related call-outs out of hours, and account managers? If tolls to/from work taken into consideration?

If you can help with this request please let us know. Thank you.

ADVANCE NOTICE SUPPLY CHAIN MANAGEMENT: CPIM 2011

Certified Production and Inventory Management Programme (CPIM)

Please see dates and further information below:

Module 1	Basics of Supply Chain Management (BSCM) Term 3: 27 October, 3, 10, 17 & 24 November
Module 3	Detailed Scheduling & Planning (DSP) Term 3: 17 & 31 October 7, 14 & 21 November
Module 5	Strategic Management of Resources (SMR) Term 3: 4 & 18 October, 1, 15 & 22 November

If you would like to discuss or register for any of the above modules please contact:
Karla Clapham on (03) 353 2543 or email karlaclapham@mea.org.nz



Membership Benefits

Representation: Your views have a platform, face to face with politicians, documented in submissions and discussed in any number of different gatherings.

Awareness: The opportunity to attend member only, no charge events, with leading speakers on issues of interest to manufacturers and exporters.

*If you have any questions regarding our Membership Benefits please contact us:
website: www.nzmea.org.nz, phone: 0800 353 2540, email: nzmea@nzmea.org.nz*

2011 Services and Communications at the NZMEA

Every now and again it is worth a few words about the things we do. There have been a number of upgrades to our website and services that are worth a mention.

We have upgraded the website functionality, added direct credit card processing, added two blog sites, Screencast, provided RSS and Twitter feeds, rolled up emails into weekly event updates aimed at reducing the amount of email traffic we generate.

Events and Training

Generally events follow a familiar format, a presentation followed by questions and finally an opportunity to network and share ideas with others with similar interests. The people out front can be politicians, associate members or others with specific expertise. Take the opportunity to see some new things or express your views to officials or policy makers.

Forums cover off areas such as Lean manufacturing, management training, marketing and human resources, just to name a few. These are broad in range but all offer high quality and a unique focus on issues faced by manufacturers and exporters.

Take a look at our use of Screencast, even if you can't attend an event we will be making events available on line, not as good as being there but close.

Peer Support (MEAssist)

Got a problem? Do you have an issue? We can ask a question on your behalf. This can relate to almost anything including warehouse space, dealing with drugs in the workplace, quality systems, looking for staff, in general tapping into the real world experience of others members.

Service Calls

These are designed to give us an update on you, your issues and for us to pick up feedback on what we are doing and what we need to be focusing on, doing more of, or not doing. That feedback is really useful to the Association.

Much of the work done by the Association is informed our members, so it is important that we are able to keep up to date on the "now" issues for manufacturers and exporters. This feedback informs our media comment, and our advice and submissions to Government.

Keep this in mind when we call, it only takes a few minutes and it really does help keep us on the ball.

Newsletters

Our hardcopy newsletter ConnectME contains articles that are generally useful to members from our associate membership. It also provides the latest survey data and a calendar of upcoming events.

Our electronic newsletter MEActive provides information on upcoming submissions, where and when the Association has enjoyed media coverage, media releases circulated by the NZMEA and upcoming events. Links off to other material are included.

This article was provided by New Zealand Manufacturers and Exporters Association. If you require further information relating to this topic please contact us on email: nzmea@nzmea.org.nz or phone 0800 353 2540.

SOUTH MACH 11

17 – 18 August 2011
CBS Canterbury Arena
Wednesday 10am – 6pm
Thursday 10am – 5pm

FOCUSING ON INDUSTRY

The Engineering, Manufacturing and Machine Technology Show is Back!

SouthMACH 2011 and the associated onsite events are free to attend. Register online for quick entry on the day. Visit www.southmach.co.nz to register and view the latest seminar timetable.

In association with **mea** NZ Manufacturers and Exporters Association
 Official publication **EngineeringNews**
 Organised by **HAYLEYMEDIA EXHIBITIONS**


MEAssist

To network with other Members or get assistance from our Associate Membership contact:
meassist@nzmea.org.nz or call 0800 353 2540

Our Associate Membership includes a wide range of specialists, consultants
and service providers who can assist Association Members with:

Management and Human Resources Recruitment and Selection Operations Management Project Management Conflict Resolution & Mediation Employee and Immigrant Settlement Management, Leadership & Team Training Temporary Staff Employment Law Change Management Training Analysis ERP, MRP Solutions	Manufacturing Efficiency Lean Manufacturing Programmes Theory of Constraints Competitive and Agile Manufacturing Factory and Plant Efficiency & Utilisation Supply Chain Management & Certified in Production and Inventory Management (CPIM) Kanban, Production Planning & Scheduling Maintenance and Asset Management QC, QS and TQM Industrial Automation & Control
Business Governance Risk Management Business Sales & Valuation Strategic Development Business Coaching Company Boards Business and Technology Planning	Marketing and PR Advertising and Branding Market Research and Marketing Export Marketing Communications and PR Strategic Pricing
Finance Accounting, Payroll and Tax Debt Collection FOREX and Banking Investment Capital Insurance Services	Product Design and Development Research and Development Services Product and Prototype Development New Product Design Process Engineering Analysis, CAD and FEA
Safety and Compliance Security Advice, Internal & External Drug Testing and Policy Health and Safety Systems & Training Energy, Water & Waste Auditing	Intellectual Property Knowledge & Information Management Intellectual Property Risk Assessment and Commercialisation Intellectual Property Patent Registration
Information Technology IT Systems – Design & Implementation Website and Software Development Web Content Creation	Import and Export Certificates of Origin Customs, Logistics and International Freight Forwarding Services, Including Part Container Services International Travel

We facilitate relationships and transactions between manufacturers and exporters free of charge. Where the Association facilitates a transaction with Associate Members a standard charge, or referral fee applies. This is invoiced to the Associate Member providing the service. These fees vary between Associates and is constructed to be less than the usual marketing overhead recovery component of an Associate's pricing.



Membership Benefits

Certificates of Origin: Contact the NZMEA if you need a Certificate of Origin. We are now also authorised issuers under the China and ASEAN Free Trade Agreements.

Have your say: By attending our regular meetings with officials, politicians and other leaders you can discuss issues with those who have influence in New Zealand.

If you have any questions regarding our Membership Benefits please contact us:
website: www.nzmea.org.nz, phone: 0800 353 2540, email: nzmea@nzmea.org.nz

Monday	Tuesday	Wednesday	Thursday	Friday
				1 Canterbury Furniture Manufacturers Trade Group Meeting
				July
4	5	6 Workshop: Develop Quick Changeover Procedures in a Competitive Manufacturing Organisation (Christchurch)	7	8
		Workshop: Implement a Continuous Improvement System in a Competitive Manufacturing Organisation (Auckland)		
11	12 Workshop: Business Ethics (Christchurch)	13 Forum: Keeping up with the Changes (Auckland)	14	15
18 CEO Forum (Christchurch)	19	20	21	22
25	26	27 Workshop: Develop Quick Changeover Procedures in a Competitive Manufacturing Organisation (Christchurch)	28	29 Furniture Trade Group Meeting
1 August	2 Forum: Risk Management in Lean Manufacturing (Auckland)	3 Workshop: Key Account Selling/Strategic Development (Christchurch)	4	5
8	9	10 Workshop: Determine and Improve Capability for a Competitive Manufacturing Organisation (Christchurch)	11	12
15 CEO Forum (Christchurch)	16 Forum: Succession for Business Owners (Auckland)	17 Workshop: HSNO Approved Handler Training (Christchurch)	18	19
22	23 Workshop: Customer Service (Christchurch)	24	25	26
29	30	31 Forum: Leader Standard Work for Lean Manufacturing (Auckland)		

New Zealand Manufacturers and Exporters Association