

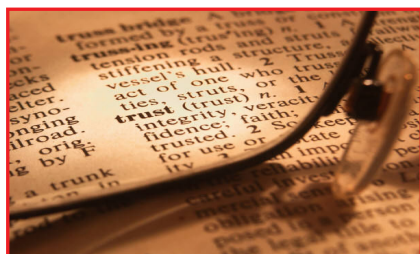
Centre of Excellence

WELCOME TO COE's *BEST PRACTICE BUZZ!*

*What makes one business more successful than the other?
The ability to harness information and utilize it
better, faster and more effectively than the competition.
Join us in learning about what happens in the world of
development and how we apply it in our daily people
practices to support the development of Toyota Approved
people!*



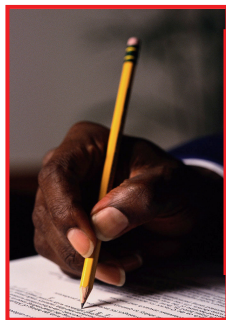
LEADERSHIP DEVELOPMENT PROGRAM



"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage."

Jack Welch

BENCHMARKING



UNISA
Management Development Program
NQF 6
12 months
R25, 580.00

Damelin

Certificate in Leadership Development
NQF 4
12 months
R24, 400.00

Toyota Tsusho Centre of Excellence

Leadership Development Program
18 Months
R21, 000.00

INTERESTING STUFF!

LDP is currently undergoing accreditation with MERSETA (Manufacturing, Engineering & Related Services Sector Educational & Training Authority) and obtaining status as an equivalent NQF level 6.

LDP consists of 3 Clusters as illustrated below. Each Cluster consists of 6 Modules rolled out over 18 months.



RAV 4



PRADO



CRUISER



SOUTH AFRICAN CASE STUDY



GROUP 1 MODULE 1 (SOUTH AFRICA)

BUSINESS PHILOSOPHY & PERSONAL MASTERY

AS PRESENTED BY GEZ HICKMAN

$$G' \text{ Value} = X - 1$$

WEALTH CREATING PIPELINE:

Gez Hickman (G.A.P) was the winner of the 1st LEAD Award.



DEFINE

- G.A.P. customers are 1st tier vendors that supply TSAM for the production of motor vehicles
- Customers also include the TSAM plant itself and Toyota Aftermarket requirements
- G.A.P. also has overseas customers, that rely on us to coordinate the export of South African products to them
- Our customers require a premium product at a competitive price
- These products are supplied from several countries and numerous suppliers around the globe



DELIVER

- Our products must be of the highest standard, and must meet TSAM quality requirements
- Our products must be accompanied by the relative supporting documentation from suppliers.
- Our deliveries must be on time & in full as per our proposed schedules
- Lead times must constantly be reviewed to ensure efficiency and a quicker turnaround time from date of order to receipt of stock
- Reject or damaged stock, must be kept to a minimum, and corrective action must be taken when such an instance does occur



DO

- G.A.P. offers a competitive price due to economies of scale, and consolidated ordering methods
- A full compliment of 25 permanent staff ensure a team, that is well trained, and highly skilled to serve our customers requirements
- A large resource pool, including in house service providers (C&F and PSC Warehouse) ensure a common goal, and cost saving initiatives
- Continuous Kaizen activities are being undertaken, to improve efficiency, reduce costs, and provide a higher level of service
- A large network of global associates, allows G.A.P. to procure from all corners of the earth at a reasonable lead time



DELIGHT

- Professional delivery of product, with accurate & user friendly supporting documentation
- Cost down improvements from year to year – to offer the same product at a better price where possible
- Unexpected 'additional services' such as shipping pre alerts, detailed inventory analysis, invoices by email within 24 hours of delivery etc
- Regular customer visits, as well as regular CSI reviews, followed by action plans to improve poor ratings, and maintain good results
- Customer is King – Let them know it, by showing it!!!



- Business Diversity
- Ability
- Leadership
- Added Value
- Next?
- Corporate Governance
- Equality

G.A.P Alignment
to
G'Value & "LEAD the NEXT"

