

June 2012

Vol. 2 No. 5

DIGI No.1

TERAOKA TIMES

Searching For
A New Balance

In This Issue

- 1 Message from the SD
- 2 Branch news & installations
- 2 Appointments & Promotions
- 2 News from Label Division
- 3 Other news
- 4 Other news continued
- 5 Digi Crossword & Recipes
- 6 Birthdays



**Congratulations to Ruan Venter, Polokwane,
who earned himself the service manager award**

"Seeing everyone perform to the best of their ability and as a team makes me proud to be a part of the leading Scale Manufacturing Company, not just in South Africa but in the world..."

Message from the Sales Director

As our Managing Director is abroad, maintaining and growing good business relations with all our suppliers and factories, the task of contributing to this edition of the "Teraoka Times" has fallen on me.

Our financial year 2012 is coming to a close, as we are entering into the 10th month of our calendar year. The next coming months of our financial year will approach fast, and a lot of hard work still lies ahead for everyone in Teraoka S.A. The challenges in the next few months will include supporting each and every department, as each department contributes to another. We all need to work together and focus on the bigger picture in order to maximize our annual incentive.

Over the past 15 years, I have seen Teraoka S.A grow in leaps and bounds, but with saying that, the last three years has shown even greater growth, transformation and opportunities. Where all staff members adopted a slogan "Service isn't the most important thing, it's the only thing"

Service is not just about our field engineers working around the clock, but affects each and every one of us. From answering the phones in a polite, friendly and professional manner, to dispatching much needed parts quickly and effectively around the country.

Seeing everyone perform to the best of their ability and as a team makes me proud to be a part of the leading Scale Manufacturing Company, not just in South Africa but in the world.

Here are some facts you may or may not be aware of: Woolworth's granted us a bulk order to replace all SM90's and DS640's, totaling R500k. This decision was purely based on our service delivery. Furthermore, Woolworths wants us to expand our range with them.

PnP granted us an order of just short of one Million Rand, to convert their scales to the new VBS system. As we were graded on SLA, PnP has informed Teraoka S.A, that we are the top service provider for four consecutive months, averaging a 93% SLA!

Shoprite Checkers has recently purchased the all new AW4600-AT for their African pack house. This has further opened the doors to allow Teraoka S.A to demo the same unit within the South African market.

Boxer Superstores with this new account Teraoka S.A is taking market share away from our competitors and growing with this group monthly. This group has now reached a total of 125 stores country wide. And Boxer has chosen Teraoka S.A the partner to grow with.

The above success stories have only been made possible by the huge contributions made by each department and individual in the company. None of this would have been possible without Teraoka S.A functioning as a team. Well done to everyone involved! Keep it up!

Best wishes,

Michael Stent.



Customer No.1 = DIGI No.1

Branch News & Installations

Cape Town

Eugene Fuhri has sold an x-ray machine to Elgin Free Range Chickens As well as a metal detector to Ambassador Foods and has also obtained the KFC label business through Orley Foods.

Hostex, Africa's leading hospitality and catering exhibition, will be hosted at the Cape Town International Convention Centre on the 15th to 17th of May – Teraoka will be on stand number A-15.

Gauteng

DPS4600 printing scales to Earlybird Farms Standerton and Intermec printers to Olifantsfontein
DI760 scales to Rainbow Farms with DI162/166 check weigh scales
The first Anritsu X-ray unit working very well on the Woolworths line.

NRCS annual audits

Audits will commence in June, with Randburg, Polokwane, Pretoria, and Cape Town first on the list for the next three months.

News from Label Division

Since we formed a partnership with ETI in 2006, Teraoka S.A. has endeavoured to improve the quality of our products while keeping costs as low as we can to the market. Continuing with this, we have once again decided to further upgrade equipment on the ETI Labeline to continue our task of improved quality. In November 2011 we purchased the new ETI manufactured rolling bar adhesive coat head from ETI Canada. This coat head will allow us to coat a lot more evenly across our web width as well as eradicate any lines in the coating. Improved consistency in coating weights across our 510 mm web width allows for improved product quality to our end user. Further to this, it is fully interchangeable allowing us to coat both PET as well as Glassine backing sheets. With this coating head we are also able to interchange slot nozzles that are worn out allowing for no down time on repairs. This, once again, shows our commitment to improved customer satisfaction through innovation and partnerships with qualified, highly rated suppliers the world over.

Craig Peters,

Label Division Factory Manager



Above:
Serge De Jardin of ETI Canada
installing the new Labeline
adhesive coating head.

Below:
ETI-1 operators Richard and Aliphons
with the new ETI Coat head



New Appointments & Congrats

Firstly, we wish to extend a warm welcome to new members of the Teraoka family!

Promotions:

Heleen Goddard - New Accounts Clerk, Head Office
Naziela Swindell - JHB branch admin
Henco Lourens - Service Manager, East London
Samantha Johnstone - Cape Town telesales.
Anne Thomas - frontline reception Cape Town

We would also hereby like to congratulate all appies who recently passed their VO exams – **WELL DONE!!!**

Congrats to:

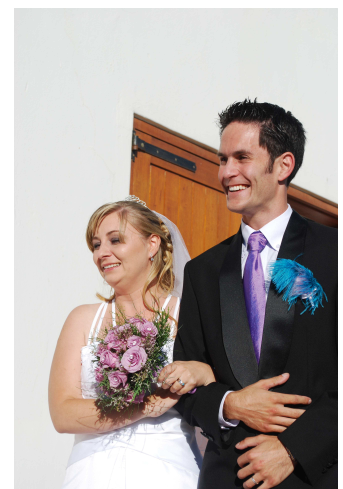
- Daniel Habib, who became a daddy with the birth of Gabriella the 28th of December at 3,6kg
- David Brodley, who's daughter Ava Ann-Fay was born on the 14th march
- Neil Burr-Dixon with the birth of his daughter, Minne' Burr-Dixon, on the 2nd of April at 2.66kg and 49cm
Morne van der Vyver who got married on the 21st of April.

Below:

Little Minne' Burr-Dixon, Gabriella Habib and Ava Ann-Fay Brodley



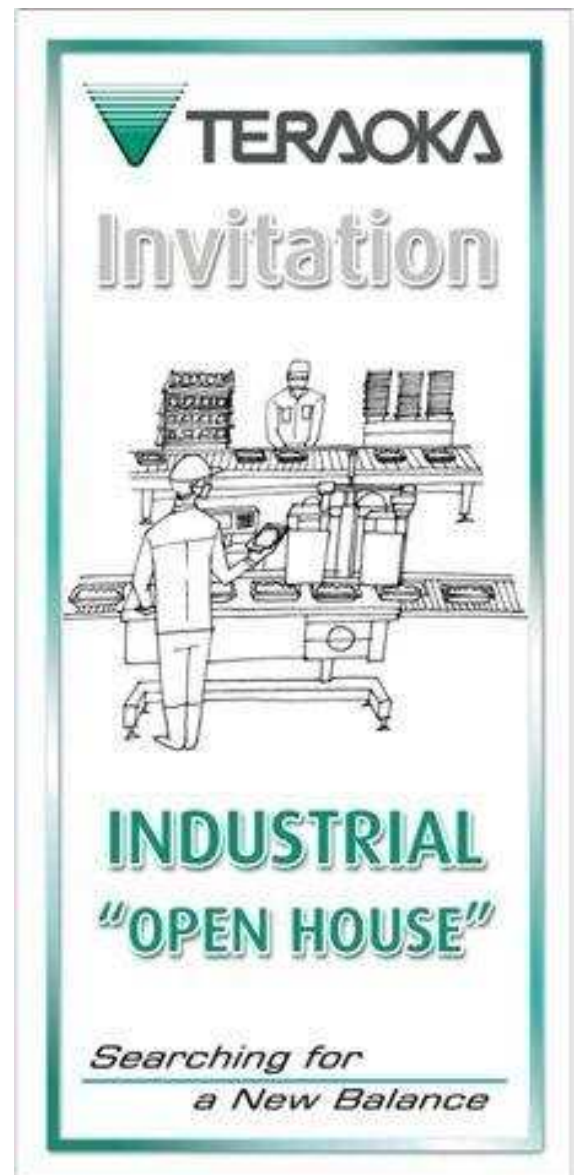
Left:
Morne van der Vyver
and Candice Cloete,
21 April 2012



Other news...



Clockwise from above: The Head-Office showroom was buzzing with the recent open house and ESL launch; The Industrial open day invitation
Training was held over three days for staff from the Cambridge group
David Brodley manning the stall at the SPAR Eastern Cape Trade Show 2012



Other news... (continued)

Pick n Pay Fresh produce retail show held on 8 - 9 March 2012

By Andries Boshoff:

This retail show was held for the Pnp franchisees at MacAdam's warehouse in Johannesburg West rand.

Teraoka SA had all our new leading edge retail equipment available on display, such as our electronic shelf labeling, e-labels connected to SM5500EV+, SM5000BS connected to Info cards and the new PET labels with Intermec printer. The Teraoka stand had great response from the Pnp franchisees fascinated by the new innovative equipment to support there businesses and enable them to reach optimum sales and efficiency in the service departments environment.

'Teraoka is in a class of its own' one person said. In today's digital era, I believe with our new add-on equipment available to the retail sector we definitely stand apart from our competitors.



Teraoka Industrial open day

By Kevin Ryzenberg:

Teraoka had an Industrial open day which was held on the 6th, 7th and 8th of March which was well attended by many loyal and valued customers. Products that were on display featured some of the most advanced electronic equipment available including X-ray, Metal Detection with Automatic Rejection, Check Weighing, Inline PC-base Weighing and Printing with automatic label application, Label Applicators. The DI760 industrial weighing system was demonstrated with two weighing platforms connected to two Intermec PM4I industrial printers, of which Teraoka is a proud International agent. All displays presented keen interest.

Customers came from various sectors... Red Meat, Poultry, Fish, Fruit and Veg, Dairy and the Non-Food industry. All enjoyed the friendly atmosphere where they could view the equipment at leisure with expert information from Akira Hoshimoto of Teraoka Japan and Stefano Chiurco of Arka, Italy.

Teraoka once again gave away a scale in a lucky draw and it was won by Brian Dwayne of QK Meats - we congratulate him and would like to thank him for his continued support and patronage towards our products. We also extend thanks to all those who attended - the response was resounding. Two X-Ray High sensitivity units were sold at a price exceeding two million Rand.

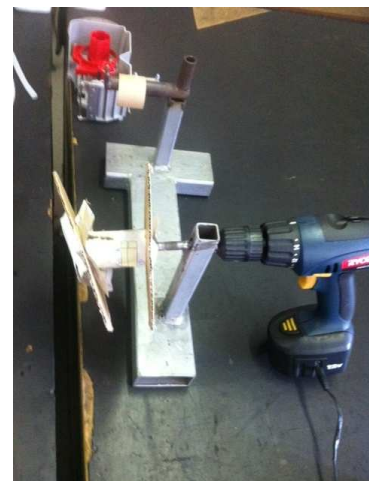
Once again Teraoka has proved that our after sales customer support program and our continued training program is paramount to customer success.

Thanks again to all involved!!

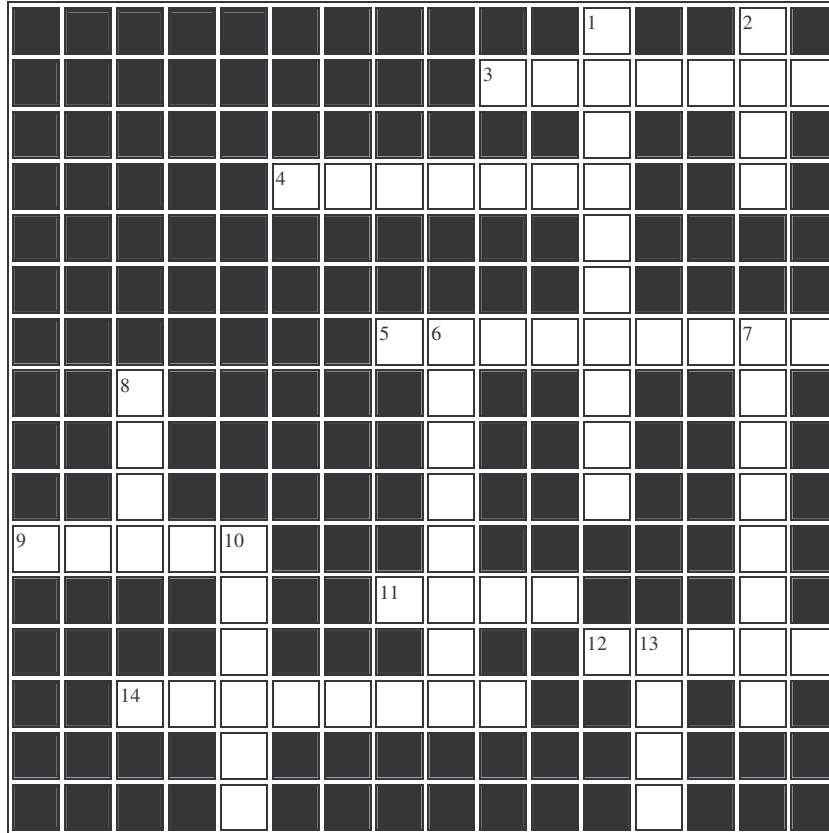
Kevin

Right: Meanwhile, Pretoria took delivery of the latest label re-winder available behind the boerewors curtain

Below: Service managers who forgot their service manager's pledges doing some early morning exercise!



Digi Crossword



Winner of the previous crossword:

J.P. Terblanche,
Cape Town branch
Congratulations! Your
R250 Woolworths
voucher is on the way!

WOOLWORTHS 



Across

3. Who is manning the stand at the EC trade show
4. Sales Director
5. Which group's staff attended training at head-office
9. we are entering the ___ month of our financial calendar year
11. Annual quality audits commence in ___
12. Got married
14. the New PET labels can be used in with which printer

Down

1. The previous winner received a voucher from ___
2. Became a daddy
6. Nothing can stop the man with the right mental ___
7. the Upgrade to the label equipment allows us to coat both PET as well as ___
8. Who won the service manager trope
10. What will be hosted at the CT International Convention Centre?
13. "Service isn't the most important thing, it's the ___ thing"

Winter Recipes

Homemade chocolate Vodka

You'll need:

1/3 of a bottle of vodka (still in the bottle)
2 slabs of your favourite chocolate (without nuts or wafers)
Warning: the combination of alcohol & sugar will rush straight to your brain, please don't drink this before driving.

The process:

Break up the chocolate and shove it into the bottle of vodka. Put the lid on tightly and immerse the bottle in a pot of warm water for about 10 minutes. As the water heats up, it raises the vodka's temperature and the chocolate infuses into it. You end up with a lethal combination of vodka and sugar that will warm even the coldest heart on a crisp African night.

Serve warm in shot glasses, or pour over ice-cream. If you're feeling adventurous, use any sweet from Smarties to Jellybabies, instead of chocolate. No wafers or nuts – they end up as a soggy mess at the bottom of the bottle.

Easy-peasy pancake recipe (serves 5 - 6)

Use this easy recipe and bake pancakes slowly with a bit of butter on medium/low heat. Serve with either a savoury or a sweet filling – depending on your tastebuds.

Ingredients:

2 cups flour
2 eggs
2 tsp baking powder
2 ½ cups milk
½ cup oil or melted butter
½ tsp salt
1 tsp vinegar

Method:

Sift dry ingredients together.
Add the liquids gradually.
Mix well.
Bake slowly with a bit of butter on medium/low heat



Birthdays

May

1 Ian van Wyk
2 Plaatjie Lima
3 Freddy Masia
4 Americo Machaieie
4 Atish Ramkissoon
8 Abel Seiso
8 Pieter Pretorius
10 Albert Olckers
10 Riaan van Wyk
11 Rene Botha
16 Maria Petoors
19 Solomon Mofokeng
22 Isaac Makanda
25 Jim Pinder
26 Donovan Lawrence
27 Riette van der Merwe
28 Lesego Maake
31 Sivendren Nayager



June

01 Nhlanhla Tshabalala
02 Antionette Sanderson
15 Elmon Thobela
15 Gerhard Moggee
15 Nhlanhla Maxibuko
21 Charlene Portela
21 Fernanda Sardinah
24 Alice Nxumalo
25 Juriaan Roux
26 Jessica Steyn

★HAPPY★
BIRTHDAY!

July

03 JP Terblanche
04 Simon Barnard
11 Khulekani Madonsela
12 Ntokoza Yende
14 Leo Benecke
17 Thula Makhaye
19 Stefan Cloete
20 Ruan Venter (PLK)
21 Elizabeth Pretorius
23 Neil Wildner
23 Paieshelle Bishlinlall
26 Welcome Dhlamini
27 Reinhart Volgraaff
28 Lehlohonolo Goqo

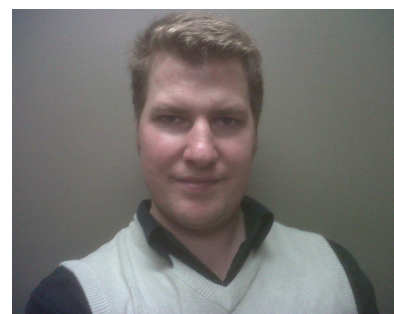
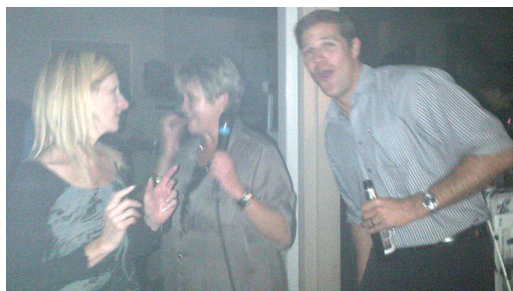
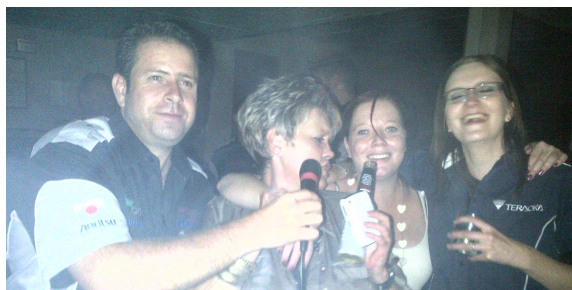


August

01 Zephania Nimatshaka
05 Dylan Knight
06 Owen Dlamini
07 Andries Boshoff
07 Marcel Davies
09 Bevan van Rooyen
15 Thabiso Moimane
19 Owen Manana
20 Patrick Tofo
20 Tshogofatso Masenya
22 Craig Wilken
22 Desmond Jackson
24 Henry Annandale
24 Themba Maxhinyana
25 Danielle Padley
27 Rouan Smit
27 Sibongile Nkutha
29 Henri Engelbrecht
29 Jappie Sibanda
30 Leon Harriparsad
31 Gerhard Boshoff
31 Pierre La Granae



Head-Office SingStar / Karaoke evening, 26 April



Above: The SingStar Karaoke was, as always, GREAT fun!
Left: Congrats to Plaatjie Lima who was declared the winner!

Quote

Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude.

~ Thomas Jefferson ~

We hope you enjoyed this edition!

Please remember to document all interesting happenings at your branch so that we can add it to the following edition.

Ed.

TERAOKA TIMES Editorial office

J. Scholtz
Teraoka Head Office,
Unit 4, City Deep Industrial Park,
Fortune Street, Johannesburg
+2711 613-4291
jscholtz@teraoka.co.za