

THE PENCIL WRITES

May 11

This newsletter is well overdue, which is a sign that we have been busy. The workload has certainly picked up but I think we are all finding that good work is still hard to find. Having said that, we are employing more staff and have taken on another Senior Project Manager.

Liz Bechner is from the States but has worked before in India, Indonesia and The Philippines. While she will be managing projects for us her wealth of experience training detailers is what made her an obvious appointment to our Manila office.

To improve our service to our clients we decided a while ago to employ a battery of tests to make sure we are hiring the right people. That still leaves some who are bright but have little detailing knowledge. If we train them we can help grow some new detailers for the industry. When it comes to detailing there are very few formal options available for training. Steel Pencil has developed its own training programme, and staff are working their ways through nearly 40 "competencies", passing of which is tied to rewards.

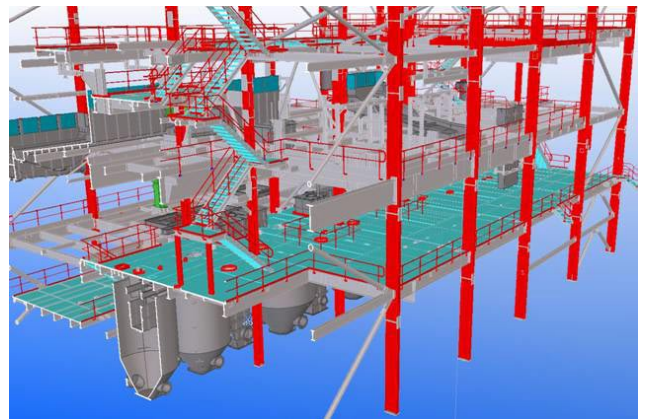
We believe that any company which doesn't train shouldn't complain about the shortage of skilled people! With her background in this field Liz will help Steel Pencil improve its performance and add many a good detailer to our ranks.



We welcome Liz to the company.

Lake Vermont Coal Duplication

Duplication of the Lake Vermont Coal Mine, located 19 km north east of Dysart, Queensland, is underway. HVAC Industrial commissioned Steel Pencil to provide shop drawings for the mechanical platework located in the coal handling and processing plant (CHPP). More than 80 mechanical items were commissioned ranging from sump boxes to discharge and product chutes and sumps.



The project is a good example of collaboration between disciplines (structural and mechanical) which mitigate many of the costly possible construction errors on site.

Note that Steel Pencil can provide collaboration in other trades, also. In particular we detail precast panels using the same 3D model as the steel work, dramatically reducing the chances of errors. We have already saved clients large sums by finding discrepancies between steel dimensions and those given for the precast concrete.

Glen Eira Sports & Aquatic Centre

The Glen Eira Sports and Aquatic Centre is progressing well. The centre includes an eight lane 50 m outdoor pool, 8 lane 25 m indoor pool, a learn to swim pool, warm water program pool, two water slides as well as multi purpose stadium and gymnasium. Steel Pencil has been responsible to A M S Fabrications Ltd for the detailing, including some elliptical trusses for this architecturally striking \$41.2m project.



Artists Impression



Glen Eira Trusses

The Battle to do Better

Steel Pencil is proud of its Quality System, which is based on ISO9001. We do not intend to apply for accreditation yet – we see no need at this stage – but if you are ever tendering a project which requires quality accredited detailers we are only a short step away.

We spend a lot of time working on improving our service to you and trying to find out how we are doing. One way we do this is our annual email client satisfaction survey. Thank you very much to all those who reply, the time you take is much appreciated. To those who were too busy – we hope you will manage to find time next year, because we learn a lot from the survey and we would like to know your views.

New Staff

We have two new additions in Palmerston North. We welcome back Monica Josafat, who rejoins us and is quickly back into the workload.



Monica Josafat

Shane Kinross also joins us as a detailer, new to the field but learning very quickly.



Shane Kinross

Last Words

"To be successful you have to have your heart in your business, and your business in your heart".

Thomas Watson, Senior

"If we did not sometimes taste adversity, prosperity would not be so welcome."

Anne Bradstreet