

Group of companies receives recognised certification

Equipment group of companies Goscor Lift Truck Company (GLTC), has been accredited by the International Organisation for Standardisation (ISO) with the 9001:2008 certificate demonstrating the company's high levels of service, efficiency and product quality, says GLTC MD **Darryl Shafto**.

He points out that GLTC is one of South Africa's fastest-growing materials handling equipment suppliers for warehousing and other applications. The certification shows that the company has been tested against global best practice.

"Having been certified after being audited and evaluated by a

renowned, international certification authority according to the prestigious ISO 9001:2008 standard, we now know that our belief in our own quality is more than justified," Shafto says.

He points out that the ISO 9001:2008 standard has been in place for over a decade and is used by both customers and companies as a method of measuring and controlling quality. The standard provides a framework to manage businesses and to ensure a philosophy of continuous improvement in all aspects of the business.

"One of the important aspects of ISO 9001:2008 is that it is externally assessed on an ongoing basis. This leaves no room for complacency. Our all-round quality levels are excellent now and we must ensure that we not only maintain these levels but improve on them continuously," Shafto says.

He points out that the ISO 9001:2008 standard is based on eight quality management principles, including customer focus, leadership, people, process

approach, system approach to management, continuous improvement, fact-based decision-making and mutually beneficial supplier relationships.

"This company works hard as a cohesive unit all the time. It's not that we had to do things differently in order to achieve the ISO recognition, but rather that this recognition reflects the way Goscor Lift Truck conducts its business, 24/7," Shafto says.

He adds that ISO 9001:2008 will definitely be good for business as many potential customers ask for an ISO certificate to be included in the tender pack and the company can now give potential customers extra, objective security.

"Also, it is not that common for companies like ours to be ISO certified and this recognition will be another important arrow in our quiver in our objective to be the most competitive warehouse equipment supplier on the continent," he says.

Last year, *Engineering News* reported that GLTC, through its high-quality product and service, was chosen by dairy producer Dairy Day as an equipment supplier.

"We think very carefully about every capital investment and after looking at a few options, we had no hesitation in choosing Crown equipment from GLTC. The machines are of the highest quality, they are efficient, easy to operate and, most importantly, the service and backup support from the Goscor team is excellent," says Dairy Day warehousing GM **Stuart Dickson**.

Established in August 2014, Dairy Day came into being after it acquired and merged dairy producers Stonelees Dairies and Honeydew Dairies. Dickson explains that the subsequent

economies of scale have ensured a secure volume of high-quality milk and related products to meet the future needs of Dairy Day's customers.

A new 15 000 m² processing facility in Howick, in KwaZulu-Natal, where the Crown equipment is being used, can process up to 600 000 ℓ of fresh milk a day. In addition to milk, it is also well-known for its maas, yoghurt, cream, fresh juice, dairy blends, butter and powdered milk.


Dairy Day acquired six Crown three-wheel electric forklifts with double batteries, to cater for double shifts, and two Crown double-battery-powered pallet trucks.

Dickson explains that part of the deal was a Goscor-supplied battery bay, which was successfully installed based on Goscor's vast experience of such facilities across a range of different warehouse conditions throughout the country.

He points out that forklift truck producer Crown is one of world's largest manufacturers of electric-powered materials handling equipment. It is renowned for its beautifully designed, durable, user-friendly machines.

Dickson explains that Dairy Day's ownership structure is "a model of progress and transformation in the dairy industry". It is owned by 31 dairy farmers in KwaZulu-Natal. Each farmer has a shareholding in direct relation to the number of litres he supplies.

"Dairy Day farmers hold 85% of the shares of the operating entity, with the remaining 15% being held by the Dairy Day Farmers Workers Trust, which represents the supplier shareholders' farm workers," he says.

Dickson says that, while the Crown equipment required a slightly greater capital investment than some of its competitors, Dairy Day was comfortable that the entire package would cost less in the long run. "Taking into account the efficiency and durability of the machines and the quality of Goscor's service and support, we are sure that, over the lifetime of the machines, we will get the best possible return on investment," he concludes. 

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– DARRYL SHAFTO



FORKLIFT
Goscor Lift Truck has received new ISO certification for its forklifts