

A&A goals for 2003

05/01/2003

1	Get an assistant <i>Techn. Director too busy for creative work, etc</i>	Need a strong workshop manager - we have no technicians with organizational skills Vivian as office manager Mufaddal as technical manager
2	Revamp training <i>Acquires business. Get current town prices</i>	Discard Access from standard course - Done Reschedule timetable 09:00-12:00 hrs, 13:00 - 16:00 hrs Lower price to e.g. TSh 80,000 / course of 4 weeks (i.e. 60 hours) Get a second trainer Robert
3	Improve stock performance <i>Sell more, repair better</i>	Increase revolving capital Find exporter in NL who grants credit Get some items from wholesalers in DSM Consider: loans from bank / investors Stock availability has improved Stock systems are still weak
4	Set up continuous staff training <i>General poor performance Most staff new</i>	Some afternoons 16:00 - 17:00 hrs General product knowledge Software training: for new staff Hardware training: for new staff Software training: networks A+ - difficult
5	Set up assembly and testing centre <i>Assembly volume is growing Don't mix up with repairs</i>	In front room "Limited access" because it has sales items Use check list, include with box
6	Set up repair checkout testing <i>Can't combine with no 5 above</i>	Address continuous source of client's complaint Forces technicians to self-test Not done - no capacity
7	Rethink advertising strategy <i>Does it work? Do we need it?</i>	Arusha times / direct mailing shows First shot: Qbooks training / sales / connectivity Second shot: repairs Third shot: sales
8	Have Bi-monthly staff meetings <i>Improve shop-floor relations Exchange solutions</i>	12:30 - 13:30 hrs, last Saturdays of each even month (22-Feb, 26-Apr, 28-Jun, 30-Aug, 25-Oct, 6-Dec.) Not done - no time
9	Have annual staff assessment rounds <i>Improve motivation Improve quality / salary ratio</i>	Work out job descriptions, scoring tools Hire specialist for first time? Will use HRM software in 2004