

NEWSLETTER

RTC CONTROL SYSTEMS (PTY) LTD

March 2021

The true costs of poor workmanship

Why is quality important?

This seems an obvious question! Of course, quality is important on our construction projects! But then why do we continually see projects completed which are poor quality?

Is it because people:

1. Don't care?
2. Do not have the correct knowledge and experience?
3. Don't have the correct tools and equipment?
4. Are trying to save money?
5. Don't have the time to do the work properly?
6. Maybe they are just lazy?

Well time is a poor excuse since it usually takes the same amount of time to do quality work as it takes to produce poor quality work.

Saving money is also a poor excuse as the cost of completing poor quality work is usually the same as doing the work correctly - but rectifying poor quality work results in additional costs.

Not caring or being lazy is unacceptable.

Why quality is important?

Unfortunately, employees often do not understand the importance of good quality work and the real costs of poor-quality work. They don't take pride in their work.

Poor quality work is much more than just the cost of rectifying the work. It has far reaching consequences that many fail to see or recognise. Consequences that could destroy the company and leave employees without a job.

Poor quality work costs money

Rectifying poor quality work costs enormous amounts of money to repair and rectify. Various research papers have quoted figures of between 5% and 15% of project costs are caused by poor quality work.

Not only is there the cost of repairing the defective work, but there are often the additional costs resulting from the delay to the project. Rectifying completed work often impacts adjacent items meaning that there's usually more to fix than just the item that wasn't acceptable in the first place.

Poor quality work delays projects

Rectifying defective work takes time and also takes resources away from other parts of the project. A project can't be handed over until all of the defects and snags have been completed and rectified.



Poor quality work loses customers.

Contractors are only as good as their last project. Poor quality work on one project can quickly destroy client relationships. News of poor-quality work can swiftly spread to other potential customers. Poor quality work can become a newsworthy item. Social media can rapidly spread pictures of poor quality.

Our completed projects are advertisements for our company.

Poor quality work disrupts cash flow.

Usually, contractors do not get paid until the client is happy with the work and all snags or punch-list items have been completed. The non-completion of items can delay the release of retention monies. Companies need to receive their money as soon as possible to pay their employees, suppliers and subcontractors. Disrupted cash flow can mean bills aren't paid which will lead to unhappy employees, suppliers and subcontractors and even lead to bankruptcy.

Poor quality work causes accidents.

There have been many cases of completed electrical work which was done poorly. Loose connections were present, quality assurance documents were not completed. These collapses can often be spectacular resulting in many accidents.

Rectification work is often done in haste and could involve unsafe practices.

Poor quality work can lead to employee unhappiness.

Poor quality work leads to defects. Unfortunately, it is often not the worker that produced the poor-quality work who must rectify the defect. We all hate cleaning up someone else's mess! Those employees left to close out punch or snag lists are not usually very happy.

An unhappy client is not a nice client to deal with. Clients that face a poor-quality project can be difficult and cantankerous (and rightly so) and they often look for other faults.

There is no excuse for poor quality work. Indeed there are many reasons to produce good quality work. Our clients are paying us to produce a quality product that conforms to their specifications, their scope of works and their expectations. They would like to be proud of their new facility and have many years of use from it without the inconvenience of repairing defective workmanship.

But as important, is that the completed project is an advertisement for your company. You should be proud of the completed project, and it should be one you are happy to show to your children. Your employees should be equally proud to be part of a successful and quality product.

It is important that management does not accept poor quality and do not walk past work that is unacceptable. Equally important though is to acknowledge good quality work and compliment those that have produced good quality.



Staff Birthdays

Anders Boden - 09th March
Sandile Phillip Hlenti - 20th March



SKILLS DEVELOPMENT

Mr. K. S. Fernandez has started his Module 0-3 studies.

**Do not study because you need to. Study because knowledge is power.
Study because they can never take it away from you. Study because it
enhances you. Study because it grows you.**

Employee of the month

Congratulations and Thank You to **Mr. Cobus Wiese and Mr. Brian Boden** on being selected for the employee of the Month for February.

On behalf of the entire RTC Control Systems (PTY) Ltd team thank you both for your excellent work ethic, professional attitude and all-around dedication to what you do. We couldn't do it without team members like you!



“Our goal is to always be the best and we are confident that with your work and participation we will achieve that goal.” – “The greatness of our company is based on the quality of workers like you and the effort they make every day to provide the best service.”

Everyone in this company could be employee of the month, the trick to doing all well at work is to get passionate about it and convey confidence on what you are doing. Take challenges which come your way and never say no to try. The success you got is the result of your hard work, keep it up for the future. Help each other to reach the destination, you desire.

Appreciate your job and love your family, and everything will go well for you.

SALES TARGET WINNER

Congratulations and Thank You to **Mr. Anders Boden** on reaching your sales target for the month of February.

You have set your target, you consistently keep on working hard to achieve the target, today your hard work paid up. Congratulations on achieving what you have set, and may you reach much higher targets in the future and that too you achieve.

