

# BONZA NEWS

**Bonza**  
TRAINING SOLUTIONS

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**Happy Holidays!**

## New ISO standard tackles recyclability of earth-moving machinery

Over the years, earth-moving machinery reaching the end of its useful life has significantly contributed to the total volume of waste needing to be treated or disposed of.



For this reason, end-of-life recycling has today become a market requirement and an integral phase of a machine's life cycle.

To ensure environmentally sound treatment of a machine and all its components when the time comes, it is essential that eventual recovery issues are already taken into account during the design phase, along with safety,

emissions, fuel consumption and other design considerations.

**ISO 16714:2008, *Earth-moving machinery – Recyclability and recoverability – Terminology and calculation method***, will provide manufacturers with a much needed and internationally agreed tool to evaluate the ability and potential of new machines to be recovered and/or recycled.

The standard is applicable to machinery designed to perform excavation, loading, transportation, drilling, spreading, compacting or trenching of earth, rock and other materials, as defined in ISO 6165:2006, *Earth-moving machinery – Basic types – Identification and terms and definitions*.

The specified method of

calculation is based on four main stages reflecting the typical treatment of end-of-life machines. As noted by Mr. Nobukazu Kotake, Chair of [ISO/TC 127/SC 3](#), "ISO 16714 will help manufacturers to calculate the reuse and recycling percentage of machines, their components and materials before they are put on the market. Dismantlers and recyclers will also find this standard useful to help identify what parts of a machine are recoverable, with a view to recycling or reusing the materials or components for new applications."

For more information, please refer to the source for this article: <http://www.iso.org/iso/pressrelease.htm?refid=Ref1186>

### QUOTE

"Dreams come true; without that possibility, nature would not incite us to have them. –John Updike

### GOOD NEWS!

Thanks to funding provided by the Government of Ontario, Canadian Manufacturers & Exporters (CME) has created the [SMART Program](#) to help small and medium-sized manufacturers in Ontario improve their productivity so they can compete more effectively in the global economy.

The program awards 50% funding for a project up to \$50,000 for productivity improvements such as lean design, lean manufacturing, quality improvement, energy efficiency, IT best practices, and environmental impact reduction. <http://www.cme-smart.ca/>

*Does your manufacturing company have a success story? What are some steps that you have taken to increase your competitiveness in the market? We'd love to hear from you. This spot is for success stories only! Negative thinkers need not respond.*

## ISO 9001:2008 Standard Published November 14, 2008

In response to the publication of ISO 9001:2008, we have scheduled a series of one-day sessions to explain the differences, clause-by-clause between this new version, and ISO 9001:2000. Since companies have only one year to make the transition, we will schedule sessions throughout 2009. For session dates in your area, please refer to the course schedule on our website.

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## Are Your Managers Ready?

By Gord Simmons

In order to determine the readiness of your management team to face an uncertain future, answer the following twenty-three questions.

**Leadership** – Do your Managers lead as well as manage?

**Communication** – The number one problem cited by most businesses is communication. Do you have this problem?

**Delegation** – Do your Managers know how and to whom to delegate or do they do it themselves?

**Teamwork** – Does your management team know the benefits of forming and utilizing teams effectively?

**Problem Solving** – Are your managers better at solving problems than preventing them?

**Handling Difficult People** – Does your organization have a good understanding as to why people become difficult and what to do?

**Writing Skills** – How well do your Managers prepare and present their thoughts?

**Performance Management** – Do you really know what results you are getting from your people?

**Meetings** – Are your meetings “get togethers” or effective and productive collusions creating results?

**Occupational Health and Safety Act** – Are your managers thoroughly conversant with their Rights and Obligation under the Act?

**Customer Service** – Does your management group have a customer service philosophy that includes service both inside and out?

**Occupational Stress** – Can your Managers recognize and manage the occupational stress existent in your most valuable resources?

**Continual Improvement** –

Does your organization regularly save money by continually improving or is it hit and miss?

**Harassment Awareness** – Do your Managers have a good sense of how harassment can be prevented or is it handled when it appears?

**Selecting Employees** – Have your Managers ever been trained to select and interview highly effective employees?

**Budgeting Skills** – Are your Non - Financial Managers able to fully participate in the budgeting process by contributing basic, sound, practical and factual input.

**Training Techniques** – Does your management team have the ability to train the trainers in your organization?

**Client Satisfaction** – Do your Managers know how to really determine whether a customer is satisfied and how to ask the right questions to get the information you need?

**Ethics** – Have you and your team had an in - depth discussion about ethics and put together a policy formulated on acceptable behaviours.

**Process Mapping** – Do your Managers know how to follow a process from start to finish and identify waste and tremendous savings?

**Root Cause Analysis** – Is your team able to drill down to the very root of the problem as opposed to constantly dealing with symptoms and red flags?

**Assessing Yourself** – Do you have a methodology in place so that your team can assess its leadership ability in a uniform fashion based on your required competencies?

If you are not able to answer these questions confidently and immediately, you might want to consider the costs associated with a mismanaged workforce i.e. poor performance, low employee morale and increased absenteeism. Can your com-

pany afford this?

Judging by the fact that there are hundreds of management training programs to choose from, this is a need identified by companies large and small.

At Bonza Training Solutions, we have a very simple three-tier Management Certification Program that is appropriate for all levels of Management – whether the Manager is newly -appointed with little or no experience, or is a seasoned Manager who wishes to fine-tune existing skills. Companies or individual Managers may choose to work through the entire program, or may choose which courses best suit their needs. Consider this program a “toolbox” for all of your managers. In order for each manager to function properly in their job, they must have the tools to do so. This is especially important for new Managers, who often fail at their new position because they have not been taught “how” to be a Manager. This takes time, and yes, an investment in each individual. The benefits however, outweigh the costs every time through improved communication, proper handling of difficult situations, streamlined interviewing and hiring skills, developed problem solving techniques and a focus on continual improvement.

A skilled Management Base is imperative for any company serious about implementing and maintaining Quality Management or Process Improvement systems such as ISO or Lean. If your company has been struggling with either implementing or maintaining these systems, you should take a close look at your Management team, and work through those twenty-three questions again.

For more information, call 877 -508-5525 or email:

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