

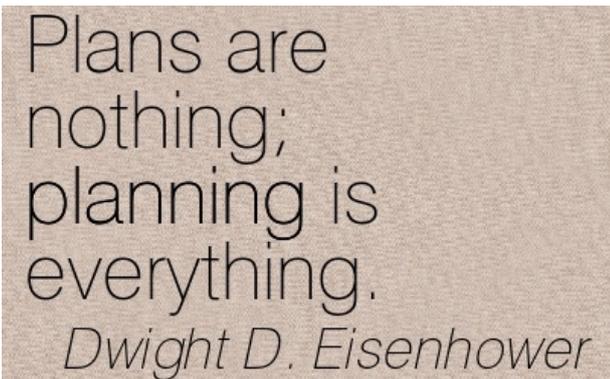


## Aceit, Internetrix, Mercer, and Peoplecare using Smart & Skilled Funding to start 2018 running



Ross Kennedy, CTPM President - "Good planning is the key to achieving a structured and disciplined approach to Continuous Improvement to ensure sustainability. These four

successful companies in Wollongong certainly understand the importance of this and as such spent December last year preparing their initial improvement teams for 2018."



With the assistance of CTPM, they identified operational improvement opportunities then successfully locked in government funding through the NSW Department of Industry's Smart & Skilled part qualification program so their employees involved could receive formal training and recognition as they help remove frustrations for their workplace and improve their customer service.



**Aceit Sportswear**, established in 1988 with its head office and factory located in Wollongong, supplies quality sportswear, promotional clothing and corporate apparel to local and international markets. Among its many business awards is the Premiers NSW Export Award.

12 of their staff have been enrolled in the units **Facilitate use of a Balanced Scorecard for Performance Improvement** and **Ensure Process Improvements are Sustained** from the Certificate III in Competitive Systems and Practices qualification. They will be working over the next couple of months to establish an effective Daily Management process involving all office and factory departments so as to improve customer service as they continue to grow their business.



### Internetrix

**Internetrix** was established in Wollongong some 16 years ago and has developed into a digital agency transforming complex online challenges by delivering industry leading digital analytics, creative web design, smart digital marketing and incisive ICT consulting throughout Australia and overseas including an office in China. Their many business awards include Export Awards and Illawarra Business of the Year in 2015.

8 of their staff have been enrolled in the units **Map an Office Value Stream** and **Map an Operational Process** from the Certificate III in Competitive Systems and Practices qualification. They will be working over the next couple of months to map out their core processes so as to identify and action improvement opportunities to allow the business to continue to grow.



### MERCER

**Mercer** is a global consulting leader in talent, health, retirement, and investments. Mercer helps clients around the world advance the health, wealth, and performance of their most vital asset – their people. Mercer's more than 20,500 employees are based in more than 40 countries,

and operate in more than 130 countries. In December 2016, Mercer acquired Pillar Administration based in Wollongong from the NSW Government resulting in the creation of an outsourcing provider offering competitive, differentiated and high quality administration and related services to the public sector, industry and corporate superannuation funds.

8 of their staff have been enrolled in the units **Map an Operational Process** and **Ensure Process Improvements are Sustained** from the Certificate III in Competitive Systems and Practices qualification. They will be working over the next couple of months to map out their core processes so as to identify and action improvement opportunities to allow the business to continue to grow.



**Peplecare** is a not-for-profit health insurer that exists purely to benefit its members. Growing for more than 64 years, Peplecare now covers more than 78,000 people on more than 35,000 memberships. Their many business awards include Illawarra Business of the Year in 2016.

8 of their staff have been enrolled in the units **Map an Operational Process** and **Ensure Process Improvements are Sustained** from the Certificate III in Competitive Systems and Practices qualification. They will be working over the next couple of months to map out their core processes so as to identify and action improvement opportunities to allow the business to continue to provide excellent customer service and compete in an ever changing marketplace.

As an approved provider, CTPM was able to seek funding through the Smart and Skilled program from the NSW Department of Industry, for part-qualifications. This training is subsidised by the NSW Government and in most cases covers more than 80% of the total cost to the business.

CTPM assisted each business to identify and prioritise non-capital realistic operational improvement opportunities then select the most appropriate employees who would benefit from working in an improvement team environment for 3-5% of their normal work time each week of the improvement program.

Once selected the employees were enrolled in their 2 units and a short kick-off workshop was conducted to scope out the improvement opportunities. The teams are now ready to kick-on in January, giving them a head start compared to most businesses that wait until much later in the year to commence their formal continuous improvement activities.

If you would like to find out more about how the Smart and Skilled program in NSW could assist your site in linking your improvement activities to a part-qualification for your employees, please contact:



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