



Business Chambers Trust t/a ISO Solved

Corporate Profile

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Note:

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Company Overview

ISO Solved is a young vibrant organisation providing solutions in the domain of ISO, IT optimisation, Process optimisation, Workflow, Employee Measurement and providing business tools to clients.

We offer complete business solutions using IT to manage businesses and optimise processes to improve productivity and profitability. At the same time we provide comprehensive professional coaching for all facets of ISO, business processes and our IT system.

Our Philosophy

- ✓ Commitment to offer innovative, cost-effective and reliable products and services to our clients, custom fitted for the intended purpose.
- ✓ Keeping it simple. If it doesn't appear elementary enough, we haven't thought about it long enough.
- ✓ Successful businesses use technology as extensive as possible to measure performance and motivate employees.

Management Team

MR. CORNELIS(Corrie) VERMEER - TRUSTEE: Corrie commenced his studies by completing B.Com Management: Human Resources and moved on to successfully complete his B.Com Hons in Information Technology (IT). He has 14 years experience in business development and 10 years experience in business management. Since 2005 Corrie has been a trustee of a business issuing ISO certificates.

Skype name: corrievermeer.

MR. JAN HENDRIK VERMEER - TRUSTEE: Jan Hendrik is one of the few, true innovators that is passionate about optimising business systems. Jan Hendrik held various managerial and leadership positions that includes restaurants, filling station, online shops and online stock broking on the JSE. Since 2005 Jan Hendrik has been a trustee of a business issuing ISO certificates.

Skype name: janhendrikvermeer

Coaches

Various business coaches are used to assist our clients. Their area of expertise range from ISO implementations to general business optimisation and implementation of our Software tools.

Infrastructure

- ✓ High end Servers to match clients' requirements.
- ✓ Hosted in Sandton with Vox Telecom.
- ✓ Power backup facility to meet power failure & data loss.

Software tools developed to optimise businesses

Job card Tools	Manage what work needs to be done and what Tasks to complete <ul style="list-style-type: none">✓ Manage orders placed by clients.
Workflow Tools	<ul style="list-style-type: none">✓ Manage the sequence of Tasks, Electronic checklists and Authorisation.✓ Touch screen interface and Mobile phone friendly screens.✓ Increase employee efficiency and work capacity with points and reward system as their progress can now be tracked.✓ Increase employee accountability by knowing who did what.✓ Monitor order execution process as it happens.✓ Schedule tasks to successfully execute order.✓ Keep client informed of progress (gant chart).✓ Minimise delays in order execution.✓ Allocate tasks to required expertise.✓ Manage productivity of employees.✓ View global overview of progress on each order.✓ Track unit cost per order on hourly / daily / weekly basis.
Sales Team Tools	Tools to optimise the impact and efficiency of the sales team. It includes GPS co-ordinates to ensure the shortest travelling route between possible clients and the office / home.

	<ul style="list-style-type: none"> ✓ Manage relationships with clients efficiently. ✓ Decrease time spent on client queries. ✓ Keep track of progress with leads. ✓ Monitor conversion ratio of sales representatives. ✓ Decrease appointment rescheduling. ✓ Keep record of employee / client exchanges.
Compliance Tools	<p>Ensure that your business complies with regulatory guidelines</p> <ul style="list-style-type: none"> ✓ Manage non-conformances and improvements from internal or external sources. ✓ Multiple regulators or set of regulations. ✓ Activities consist of action and checking portions. ✓ Managed by team leaders. ✓ Controlled documents. ✓ Alerts to remind the personnel of events referred to in the documentation. ✓ Collect and keep evidence of compliance to the rules. ✓ Integrates the tasks into the workflow tools.
Accounting Tools	<ul style="list-style-type: none"> ✓ Manage every transaction in bank account. ✓ Specify who can generate a pro-forma invoice, you can even let your sales team generate an invoice. ✓ Configure commission / claims ✓ Decrease confusion regarding money received. ✓ General Ledger accounts, Income Statement. ✓ Increase accuracy of statutory submissions and prevent late submissions. ✓ Increase accurate cost allocations. ✓ Configure who can generate which accounting document as it is integrated with most of the other tools.
Document	<ul style="list-style-type: none"> ✓ Ensure that latest versions are accessible

Management Tools	<ul style="list-style-type: none"> ✓ Keep record of changes in documentation ✓ Automated and integrated use of standardised documentation ✓ Standardised communication ✓ Manage usable versions of templates ✓ Monitor who made changes and when
Multi level marketing Tools	<ul style="list-style-type: none"> ✓ Start or manage a small to a multi-million user multi level marketing business ✓ Increase possible sales ✓ Maximise the word of mouth possibilities ✓ Increase output capacity with the workflow module ✓ Brand building
Manual and Proposal quotes	<ul style="list-style-type: none"> ✓ Increase response on quotes issued ✓ Decrease time spent on preparing quotes: automated calculations ✓ Decrease number of substandard quotes ✓ Increase consistency of quotes issued ✓ Increase accessibility of quotes ✓ Increase number of leads able to manage
Stock / Warehouse Tools	<ul style="list-style-type: none"> ✓ Track your stock ✓ Stock register ✓ Manage a warehouse
Call Centre Tools	<ul style="list-style-type: none"> ✓ Minimise multiple calls for different reasons to the same company ✓ Ensure each operator is aware of previous communication ✓ Provide regular progress reports to clients ✓ Increase efficiency of each call ✓ Reduce number of calls required to achieve goal ✓ Reduce calls made after information already received

	<ul style="list-style-type: none"> ✓ Ensure effective assistance when a company returns a call
Electronic file Tools	<ul style="list-style-type: none"> ✓ Access files from anywhere ✓ Allow simultaneous access to different parties at different locations ✓ Decrease space used for filing ✓ Decrease risk of misplacing files ✓ Decrease execution delays ✓ Decrease time spent finding files ✓ Increase evidence for queries ✓ Minimise file conversion time
Human Resource Tools	<ul style="list-style-type: none"> ✓ Specify competency of employees ✓ Keep track of exams and changes to documents ✓ Upload employee file information and keep track of changes
Time and Attendance Tool	<ul style="list-style-type: none"> ✓ Record where employees are going for example. "Going to Checkers" or "Out for smoke break". ✓ Record when they are coming back for example "Back from smoke break". ✓ When employees know that their time spent on smoking or going out is tracked, they will spend less time on unproductive tasks. ✓ Replace attendance books that needs to be signed daily by a manager. ✓ Touch screen interface for quick recording.

Our 14 ISO Commandments to be adapted by clients

1. It is MY ISO system as soon as the contract is signed - I take ownership, not ISO Solved.
2. The rules apply to everybody equally.
3. Phase 1 requires me to write what I do; once done, I do what I have written.
4. You should do nothing else than what was specified / written.

5. If it is not recorded, it did not happen.
6. Everyone is measured according to their personal output.
7. Identify wastage and minimise it.
8. Every employee has a voice and should be able to log an improvement event.
9. Only a person declared competent or a person in training under supervision are allowed to perform a task.
10. Always use the latest version of a document by downloading it from the system.
11. No Tippex are allowed on forms. Cross out with one line, sign and date the change.
12. An informed client is a satisfied client.
13. Complaints are as important as compliments. Treasure them both.
14. All the way or no way (Fit in or ship out).

Quality

- ✓ As per International Standard.
- ✓ As per customized requirement of the client.
- ✓ Quality Checks are made at different stages by our customized quality check tools & by the trustees at different stages of projects.

Advantage of ISO Solved

- ✓ All the tools are integrated in one solution to maximise the availability of information through the company.
- ✓ All the tools are Internet based so it does not matter where you are, you can access the information.
- ✓ If you want ISO accreditation, our tools and coaching can assist your organisation to define the Tasks and Activities in your organisation as you are performing the work. From there we assist you with checklists to minimise the work of managers and to improve the quality.

- ✓ The system assists with motivation of employees when they receive recognition once they complete a task. Competition between employees increases performance and confidence.
- ✓ Systems are streamlined; for example employees capture company claims themselves and can view which claims are accepted or rejected as well as when it was paid out.
- ✓ Commission of sales team can be allocated every morning to motivate them. They know exactly which clients have paid, or which should be reminded of payment.
- ✓ All the tools are developed to assist your business to improve your productivity, management and ultimately your profitability.

Coaching - ISO coaching / Business coaching

- ✓ You have an experienced Coach to lead you on the way.
- ✓ You have access to the vast set of tools.
- ✓ You can be trained to handle the environment with ease.
- ✓ Achieve a high level of efficiency to be competitive.

Our ISO Coaching offers:

- ✓ ISO knowledge based on more than 7 years managerial experience in a business dependant on its continuation of service delivery through assessments by one of the toughest certification institutions.
- ✓ Assist with optimising, overhauling and restructuring your business.
- ✓ Help with implementing tools to assist ISO accreditation (own or our customised tools).
- ✓ Telephonic support

Some of our Accomplishments

- ✓ National Registry – improved the output of the capturers from between 750 - 1000 points per day per data capturer to 4000 points per day. Many completed the weekly target of 20 000 points in 4 days to get a work free Friday. Improvement: same output, with one capturer compared to 4 capturers at the start. Improvement of at least 400%

- ✓ BEE Rating Solutions – implemented the workflow and points system to increase the number of clients completed per month while restructuring the business to half the number of employees. The need for middle management and part of top management was reduced drastically.
- ✓ Basileia Group of Companies – implemented the ISO Solved system to monitor the recurring work that needs to be done at existing clients and increased the turnover drastically. The improved client service makes them unrivalled and forms the main drive for new sales.

If you are interested in seeing what we can accomplish with YOUR organisation; you are welcome to contact us:

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Read more on how we assisted other businesses on our Facebook site:
<http://www.facebook.com/isosolved>