



Director Anthony Fouché

Goscor Lift Truck Company (GLTC) has delivered high quality products and services for over three decades, but the business isn't content with past successes. In the past eight months the company has successfully achieved an upgrade from ISO 9001:2008 to ISO 9001: 2015 and OHSAS accreditations. GLTC incorporates the latest technology into warehousing and logistics solutions to improve efficiency for its customers.

TRUST ASSURED

Add in a world-class technical training centre; opened in September last year, and you've got a dynamic business, focused on delivering products and services that meet the highest quality, and health and safety standards.

"Supply Chain Today" visited GLTC's Chloorkop facility to find out more.

Goscor is a lot more than a materials handling equipment and solutions provider. The company is truly committed to its customers, including their costs, efficiencies and health and safety standards.

Quality

Quality has always been a top priority, but the commitment to be more efficient and improve customer satisfaction saw the company apply for and successfully achieve ISO 9001:2008 accreditation in 2016 and progress to the ISO 9001:2015 upgrade early this year.

The certification means that the company has implemented a quality management system in which all processes and procedures have been carefully designed and quality-tested according to international standards.

Health and safety

With health and safety a top priority, GLTC achieved the OHSAS 18001 compliance for health and safety in February 2018. "We are the only forklift company in South Africa to have both the ISO 9001:2015 and OHSAS accreditation," says managing director Darryl Shafto.

"The route to accreditation wasn't easy," Director Anthony Fouché tells us, "a lot of hard



work and long hours were needed in the beginning. The accreditation process started in 2016 and was arduous but it was undoubtedly the right way to go".

"The first audit was pretty difficult," he comments and explains that the team had to work together to embrace the rigorous standards. In the true "Goscor sprit" the company pulled together. One of the major initiatives towards the achievement of the accreditation was having the right people in right positions first. This saw the subsequent appointment of Heather Morgan as National Health and Safety Officer, and Thando Khumalo as Assistant Health and Safety Officer. After another intensive audit by German based TUV, with two days at each national branch, GLTC successfully met the ISO 9001:2015 and OHSAS standards in February 2018.

"The entire Lift Truck Team worked day and night, and weekends pulling together to achieve the accreditations," Anthony recalls.

And the hard work has paid off. "When we pitch for new business, companies come round to audit us and see for themselves how we operate. Within 15 minutes of walking around the facility, it's obvious to them that we've been audited by TUV and accredited with ISO and OHSAS standards," Anthony says.

Excellent customer service

"Customers love it," adds Heather. "They hear you are quality and health and safety accredited, and know you are a name they can trust."

She explains that quality means processes are standardised to ensure things are done right first time, every time, which makes for greater efficiency at Goscor and results in excellent customer service.

Health and Safety is integral to the general management of the company. "With the support of our well-trained employees and subcontractors, we manage risks proactively by implementing preventive measures to ensure safe operations," Anthony comments.

ISO and OHSAS accreditations aren't once off events either. Heather and Thando are responsible for making sure the company keeps standards in place every hour of every day.

Anthony says the company lives, eats and sleeps safety. "This makes us more efficient and breaks down barriers to international trade; It helps reassure consumers that products are safe, efficient and good for their business"

On site

Another indication that Goscor puts customers first is the company's commitment to high standards extending to customer's own facilities.

"At the Pick n Pay Longmeadow facility we have around 443 machines. Our health and safety officers check these sites regularly to ensure health and safety is first on the list and complies with standards offsite."

Three unique services

Although there has been a lot of focus on accreditation, Goscor has three unique services that add more value to their customers.

The Technical Training Centre is state-of-the-art with cut-away machines and tools for 'touch, feel and see' training and special bays for 'direct participation training.'

Specialised and fully equipped service vans deliver parts and service 24/7 to maintenance contract customers so they can save on downtime and reduce costs. In line with ISO, Goscor's professional team of technicians offers customers the best quality service first time, every time.

Using the latest technology, customers can monitor their trucks and drivers with a view to improving efficiencies and extending the working life of their equipment.

Goscor's ethos of partnering with suppliers ensures that customers have the benefit of the latest market trends across the globe.

Goscor Lift Truck Company,
Debby Marx
Tel: (011) 230- 2600, www.goscorlifttrucks.co.za

