Tragically, on October 18th, 2007, the entire Momar factory was destroyed by fire. Only the Administration section was saved. Dennis described the commendable effort by his team of dedicated staff to keep the business going during the rebuilding of the factory, which is hoped to be completed by August 2008. It was a great team effort between the Admin and Production back up and running. While we had no telephones, water or electricity and only fireproof offices to work out of, we had our telephones diverted to my secretary’s house (Jenny Edgar), where she kept everyone in touch with what was happening. The fire was discovered to our email address. Other Admin staff worked from their homes and one of our Despatch Staff, Noell Neil, then travelled between the different ‘stations’ delivering and collecting the paperwork. Thankfully, we had cell phones to keep in immediate contact with each other, as well as emails. Some of us still went in to the dump, fume-riden offices, where we managed to get one telephone line working.

"Records were packed up and stored in boxes. All computers were sent to a special restoration company to be checked out for any water damage, (several pieces of equipment were retrieved). It became a lot more manageable to ‘work out of the offices once all the chemical infused carpeting was removed. Meanwhile, I searched for suitable alternative premises, both nearby and further away. After about 10 days, while driving to ‘the office’, I spied a new office block in a nearby warehouse. It was available from November and I immediately signed up for a 9 month lease. It was available from 1 November and I immediately signed up for a 9 month lease. Dennis commented further: ‘Having ISO 9001 has definitely helped to add credibility to our company in the eyes of our customers as well as our employees, who make sure that the requirements set out in our Quality Manual are adhered to. Value for money played a part in our decision to use IMSM for our quality maintenance.’ It has helped us to get several of our cleaning and disinfecting products registered with the South African Bureau of Standards, as being suitable for use in food handling areas. In this, in turn, has enabled us to get more business in the food processing and handling industry.

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MIMSM were privileged to work with Momar, a division of Cansa Pty Ltd, based in Cape Town, South Africa, which manufactures and sells industrial maintenance and sanitation chemicals in bulk through a direct to the ultimate user. The products offered made for a better and safer work environment, serving the needs of almost every business or enterprise, including food-processing areas, workshops, hospitals, hotels, schools, supermarkets, offices, construction and mines. The larger customers regularly ask their suppliers whether they have a quality management programme in place.

Cansa Pty Ltd was founded in 1969, under licence to Malmesbury, Wiltshire, SN16 9AX

Web: www.imsm.com
Email: info@imsm.com
Fax: +44 (0)1666 826050

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In the two years since changing hands MPC’s highly successful business model ensures that the company keeps ahead of the latest technologies and utilises the very best expertise available to the industry.

Product development, tooling, manufacturing and after sales service are performed in-house and, depending on the project, are also subcontracted. When necessary, all subcontractors are ISO certified. Because of these changes, we have become so much more efficient, Jeannie Rick explained. "We have shared a big part of our profits as well as almost completely eliminating our overtime."