

Tswelelopele

Kgolo go ya ka ponatshego- Growth through transparency

April 2013

Issue 2 • Volume 1



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Another quarter has whizzed past and a lot has been done in the first quarter of 2013 at RBED that we are very proud of. We started with a very ambitious programme this year but it is very encouraging to report to our stakeholders that everything is going according to plan. Our inaugural edition of Tswelelopele enjoyed satisfactory attention from our intended readers and we are almost completely confident that this issue will be as informative.

We have kicked off the first quarter with planning for the year and we immediately went to the regions to communicate our intentions to community members and also to solicit, from them, ideas that could make our service offering relevant to them. We went on a road show that took us to all the five regions of RBN and had six stop overs in the process. Due to its size, the North Region had two stop overs, one in Luka and another in Chaneng. We had a fairly successful campaign that facilitated us making contact with 243 members of the community who participated quite enthusiastically, not only asking questions but also making suggestions.

Another important element of our programme for the year is launching operations of the Enterprise Development Centre at the Royal Bafokeng Plaza using internal resources. We also embarked on Business Support Workshops to help aspiring business owners realise their dreams and to assist those that are already established to streamline and perfect their operations. We conducted 13 sessions in the first quarter covering 11 different topics in sessions that were attended by 55 people. The reports that we got from people who attended these sessions are giving us encouragement that RBED is indeed turning that corner that will make it really relevant to the business community of the RBN. The Enterprise Development programme is structured in such a manner that those who did not get an opportunity to attend the first round of Business Support workshops can still be accommodated in sessions coming later in the year. We have also seen the culmination of the “My Future My Business” Business Planning competition in the first quarter and, if all goes according to plan, we will see winners being announced during this quarter.

The most exciting was the launch of the Business portal at the end of February. The portal is going to serve as a database as well as create a platform for communicating with the business community. We have started with uploading the businesses that we had on our records as operational and we expect to keep on building this repository of information which will become a useful tool for developing local businesses. To see if this new feature is useful, you are urged to visit the portal and click on the relevant tab to see if your business or that of someone you know is listed on the database. If you do not find it, please do not hesitate to contact the ED Centre at the Bafokeng Plaza and make an appointment to have your business registered.

We at RBED are continuing to leverage maximum benefit from our strategic partners for our clients, the Bafokeng business community. We are maintaining the beneficial relationships that we have with stakeholders such as Small Enterprise Development Agency (SEDA); investee companies such as Impala, Fraser Alexander, Anglo Platinum; and others to ensure that our SMMEs derive the maximum benefit from these relationships.

We remain excited about RBED’s prospects for 2013 and we are looking forward to a memorable year in as far as delivery of SMME development services to our clients is concerned. Please enjoy reading the articles in this magazine and we hope that you will share your views of our programmes, plans and ideals with us so that we end up with an enriched product at the end of the day.

Dr. Elmie Castleman



The **RBED Business Portal** is now live and available as a module on www.rbnoperationsroom.com. This is the first phase of developing a systematic on-line monitoring and evaluation tool to enable management of enterprise development and enhance communication between RBED and its client base. The phase involved the uploading the information of operational SMMEs and the launch was on the 28th of February 2013. The information that we have uploaded on the system during the launch covered basic elements that will put one in the position to identify the businesses that are registered on the RBED database such as the Company registered name, company trading name of the business, the industry that the business operates in, contact facilities and addresses. We launched with this information to make it easy for our clients to be able to confirm their details on the website so that they can then make contact with us to update them. We are now in the process of enriching the SMME data by uploading additional information that relates to the business that include aspects such as bank account details, Accreditations and industry registrations, ownership structure etc. This phase relates to uploading information relating to the business entity in detail with personal information limited to the contact person.

The second phase has been commenced with and it involves the uploading of the entrepreneur data as well as business development intervention, linked businesses etc. The second phase is expected to be launched during the month April 2013. We know that it may be coming across as intrusive to some when we ask for all this information but we believe that it is going to be worth everybody's while in the end. What is most exciting for us is that for the first time ever since we have had an institution that is responsible for matters related to Enterprise development are we going to have our very own database that is incorporating useful Client Relationship Management elements within it. These are going to be worked into the SMME Portal in the later phases as we develop this potentially mutually beneficial solution to our relations with our client.

The features that we are going to introduce on the portal in the latter part of the year are, registration of important RBED/RBN stakeholders such as investee companies, other ED service providers such as SEDA, SMME Development Finance intermediaries, SARS, Department of Labour etc.

Among the benefits that our clients stand to get are:

- Ability to go online and update ones particulars without having to come to the RBED office
- Ability to register for offerings such as Business Support workshops
- Responding to tenders or RFQ from stakeholders
- Ease of contact and communication
- Networking
- Ability to make opportunities known to our clients on a quick turnaround basis

We are going to be contacting most of our clients via telephone, email, and fax and at sessions such as community gatherings like Dumela RBN region to request that RBED registered businesses and their owners asking them to avail to us all the information necessary to make this ambitious but necessary project a success.

The fact that you are reading this article now means that you have logged on into the www.rbnoperationsroom.com website and it will be a pity if you were to log out before you give the Business portal a test drive. Your input after the visit to the page will be greatly appreciated. The potential for this initiative is huge and we aim to garner most of it together with you.

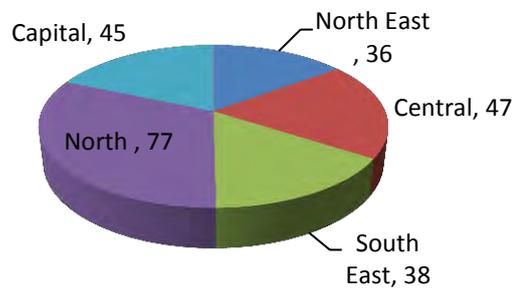




There are some practices that one keeps even when one decides to transform oneself and operate at a higher dimension as RBED has decided to do with the advent of 2013. One of those practices that are fundamental to ensuring that whatever we are doing is relevant to the expectations of our main stakeholder, Morafe, is to have consultative sessions with them to inform them of the plans our institution has developed for the year and to invite their input to make it relevant and inclusive. That is the reason why we kept the tradition of having outreach road-shows to achieve these objectives of relevance and inclusivity.

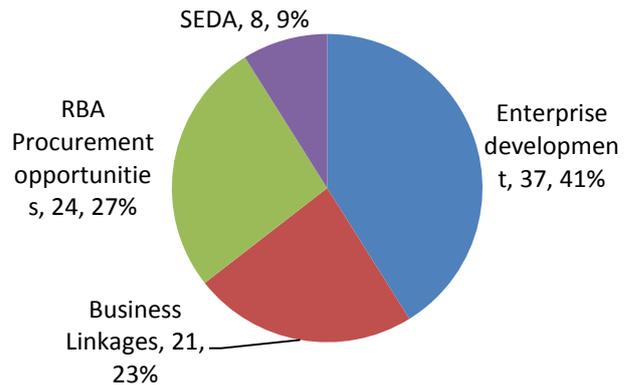
The Outreach road-show to all 5 regions of the RBN started on the 5th of February and ended on the 14th of February. 6 sessions were held with a session held at each of the regions, the exception being North region where two sessions were held, one in Luka and another one in Chaneng.

We had 243 people attending the shows as depicted in the chart below, with region North, Chaneng in particular, posting the highest turnout of all the stopover venues.



The outreach was fairly successful in that we had an overall turnout of 243 members of the RBN community who earnestly engaged RBED and the two other institutions that we had invited being SEDA and RBA procurement department

A total of 90 questions and queries from attendees were recorded and while most, 41% related to Enterprise Development seeking general advice, the most heated engagements related questions about procurement opportunities and Business linkages opportunities as shown in the chart below. An example of such questions is this one from Rre **Kgomotso Mfulwane** who asked “*Why are there no post mortems held after the SMMEs have tendered unsuccessfully*”, a very good question that we responded to by committing to ensuring that we report the outcome of all the opportunities that RBED SMMEs participated on all the issues of Tswelelopele E-Magazine and also at the sessions that we have with business owners such as the session planned for the end of April. This does not however take away the right of any SMME who tendered for an opportunity to enquire from RBED and to be responded to.



We at RBED are very thankful to members of the community who heeded our call to attend the consultative sessions and we have recorded all the issues raised at these meetings and commit to responding to them during the course of the year and at the next outreach road show that we are planning to have in the last quarter of the year 2013.



Royal Bafokeng Enterprise Development has conducted SMME workshops which were facilitated internally by some of our staff members. 55 SMME attended the sessions.



Our first quarter training covered entrepreneurship; planning your business; market research; managing finances; managing operations; managing people; tendering; costing and pricing; sales technique; franchising; and project management workshops/trainings.



Here are comments from some of the SMMEs who attended workshops.

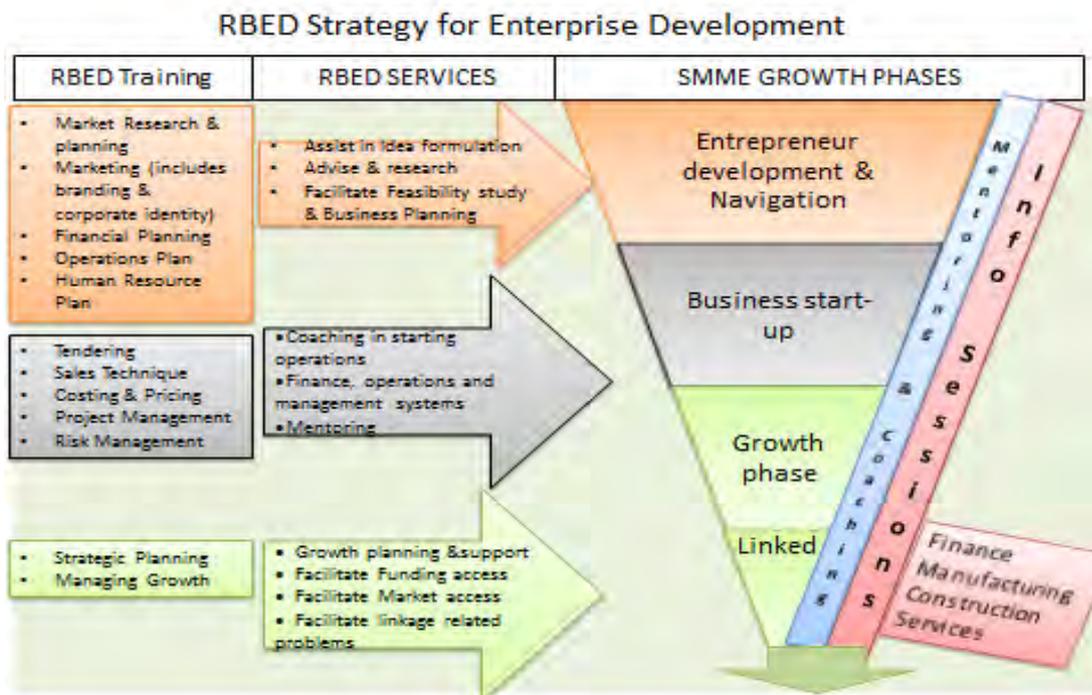
I have attended the Risk Management workshop offered by RBED. The workshop was very informative and what I have learnt was very valuable for my business because now I have learned about identifying and managing risk in my business, something that I was not aware of. Thank you RBED for the opportunity

I have some time now within the business field, and the way I see RBED conduct their training in-house and they have turned it around. I have attended their Entrepreneurship workshop; facilitator was very professional and knowledgeable about the subject. I encourage RBED to do more of the workshops in-house

Obakeng Morei

Jacob Moeng

Enterprise Development Ladder of Business Support Workshops





Enterprise Development Ladder of Business Workshops

2013 PROCUREMENT OPPORTUNITIES

1. IMPALA

<i>Procurement Opportunities</i>	<i>SMME submitted</i>	<i>SMME who did not respond</i>	<i>Progress to Date</i>
Change Houses	19 SMME		Briefing session held 13 th Feb 2013 Tender closed 13 th March
Construction of Platinum Village	15 SMME		Still to go on tender
Hospital laundry	4 SMME		Still to go on tender
Cleaning of roads	5 SMME		Waiting for scope of work
Manufacturing of Schutes	6 SMME	1 SMME declined	Impala to conduct Technical assessment on site
Manufacturing of explosive boxes and material cars	1 SMME		Impala to conduct Technical assessment on SMME workshop by end March 2013
Sports Equipment, Clothing & Corporate Gifts	11 SMME	2 SMME submitted their company profiles as part of the pre-qualification process	SMME had to supply their company profiles etc. as part of pre-qualification
Fabrication of Steelworks	14 SMME referred to the mine		Awaiting Feedback
Ventilation seals	9 SMME referred		Awaiting Feedback
Ventilations fans repairs	6 SMME referred to the mine		Awaiting Feedback
Electrical Cables	7 SMME referred to the mine		Awaiting Feedback
Drill Bits	7 SMME referred		Awaiting Feedback
Salvage Yard			Awaiting Feedback
Industrial Chemicals			Awaiting Feedback
Construction of Access Road to prison dam wall			Awaiting Feedback

2. ROYAL BAFOKENG PLATINUM

<i>Procurement Opportunities</i>	<i>SMME submitted</i>	<i>SMME who did not respond</i>	<i>Progress to Date</i>
Scaffold (rental)	5 SMME		Still to go on tender
UG2 screening, hauling & loading	6 SMME		Awarded to Local SMME
CCO Thickner cleaner	10 SMME		Briefing held 26 th Feb 2013
In plant sweeper	6 SMME		Tender finalized. We are in the process of engaging with manufacturer
Installation of Dymot winch	5 SMME		Awaiting Feedback
Construction of Waste spreader	4 SMME		Awaiting Feedback
Transport	5 SMME		SMME submitted quotations, opportunity at adjudication
Underground Reclamation	6 SMME referred to the mine		Awaiting Feedback

2013 ROYAL BAFOKENG PLATINUM TENDER PLAN

<i>Procurement Opportunities</i>			
Protoroam	Paving road in Mafenya	Repairs to kraal fence at Styldrift	9L bypass reef tip bulkhead
Engineering workshop	Build houses in Chaneng area	Install water line at hub	Roof for c/spars & motor yard
Change houses	Upgrade structure at Chaneng garden	Water treatments plant	
Replace of Larox plates	Replacement of slurry pipes		

3. FRASER ALEXANDER (from March 2013)

<i>Procurement Opportunities</i>	<i>Progress to Date</i>	<i>SMME who did not respond</i>	<i>Progress to Date</i>
Parker pens			Awaiting Feedback
Auto Electrical Services	7 SMME referred to Fralex		Awaiting feedback
Hydraulics Hose	7 SMME referred to Fralex		Awaiting Feedback
Small Tools	11 SMME referred to Fralex		Awaiting Feedback



STAKEHOLDERS

RBED continue to have a relationship with investee companies such as Impala and Fraser Alexandra where we leverage on resources provided by the mentioned investee companies Enterprise Development.

IMPALA

Local SMME are currently benefiting from Impala ED programmes implemented by Aurick, Raizcorp and Garnet Adams. The programmes were of great value to RBED because 17 SMME are on programmes of AURICK-9 and RAIZCORP 8

Garnet ADAMS is assisting in the turnaround of our two companies – Eagle Wings within printing space and ALL the way Trading within the construction and Maintenance space (Business interventions identified – Development and Implementation of control systems, coaching and mentoring on day to day operations)

Name of Company	Contact Person	ED Programme
Nak Works	Bogosi Moche and Martin Nako.	Raizcorp
Corelbiz	Tebogo Petlele	Raizcorp
Chrismo Logistics	Chris Mokgethi	Raizcorp
Siatemba Construction	Marven Motene	Raizcorp
Legae La Tshepo	Ouma Molefe	Raizcorp
Relebogile Automobile and Hardware	Basho Mputle	Raizcorp
Nkwe Mining	Sam and Neo Rapetswa	Raizcorp
Baikantse Construction	Leah Molotsane	Raizcorp
Badiramogo Tea Cleaning Services	Lenah Lethlake	Aurik
Bakgaka Investments Holdings (Pty)	Lesedi Rakgokong	Aurik
D O Ventilation and Piping CC	David Matshana	Aurik
Katlego-Tsholofelo Suppliers CC	Belinda Scherman	Aurik
Labotlhano Trading 137 (Pty) Ltd	Peter Molotsi	Aurik
Leswene Trading CC	Leswene Danie Ngakane	Aurik
Modi Mining	Sam Molefi	Aurik
Tirafalo IT Solutions	Kgomotso Mathebula	Aurik
Toro Ya Bakwena	Audrey Tshose	Aurik

Fraser Alexander

Fraser will be offering training on finance for the start-up and mentorship programme for 5 SMMEs



SMME OF THE MONTH SELECTION CRITERIA

- Company must be operational, traceable for 3 yrs or more
- Selected SMME must be Mofokeng
- The owner/ Mofokeng SMME must be active within the company
- The potential SMME must own at-least 30% shares of the company
- The business must be compliant e.g. registered with SARS, UIF, and Workman compensation.
- Industry related compliance e.g. CIDB or NHBRC
- The business must be involved in CSI activities,(evidence required)
- SMME may be selected from any sector or Industry



RBED spoke to an entrepreneur Mando Dire, the co-owner and Marketing Director of Schengen trading, and he had this to say:

Q: who is Mando Dire?

A: I was born and bred in Tlaseng, schooled locally before I moved to Mafikeng where I completed N6 in building and civil construction. I worked for couple of corporate companies including ABSA, Old mutual where I worked for 10 yrs. as a financial advisor and later promoted to being a district manager. I pioneered the establishment of A-team civil, where I was a managing director. My early years were also spent as a professional soccer player where I used to play on the BOPSOL league.

Q: What motivated you to start your own business?

A: I come from a very entrepreneurial family, my grandparents operated a general dealer, and then my mother took over so this gave me an exposure into the business world at an early age. What I have learnt when I grew up assisting my grandparents and my mother when operating a shop really planted a seed in me. So I always knew that I wanted to start and own my business.

Q: What makes you a successful business person?

A: It is a combination of several things; firstly I can say is to have a clearly defined vision in life, which I do my best to achieve. Secondly is being focused and specialising or differentiating myself as a business. I have successfully branded myself as a construction company and this has contributed to my success in many ways. I get recommended from client to client due to the quality of work I deliver. Lastly my professional qualifications and work experience acquired over the years, be it working in the corporate world or assisting my mother and grandparents in running a shop, all moulded me and contributed positively to where I am today.

Q: What are the challenges you have come across when you started a business?

A: The first business that I established was a butchery and a shop, my workers closed me down because they stole as a result I had to shut down, but I managed to come back after few years. Access to funding when one started a business was a challenge. Market access, when I started as a small contractor, no one wanted to procure from me because they were not having confidence that I can do a good job. I had no track record so I had to work extra hard to prove that I can be able to do the job of good quality. Entering into partnership with people who do not share the same vision is very costly, you get drained both financially and physically.

Q: what would you say attribute to challenges that sometimes result in failure within the businesses.

A: Lack of discipline when it comes to managing finances, owners of businesses mismanage funds and as a result they are unable to grow their businesses. Not marketing a business aggressively to identify new opportunities that can contribute to business sustainability. Poor quality services- it is very important to provide services that are of good quality, offering value for money to clients is critical. Statutory compliance, there are business owners that still take compliance for granted. Not paying VAT and Tax is affecting statutory compliances as a result a business run a risk of being closed.

Q If you have to advice an individual interested in starting a business what would you say?

A: Firstly I would say do something you are passionate about. Do a thorough market research; ask yourself if there is an opportunity available for the business you want to venture in. Know and understand your competitors very well. Bring the product or offering that is differentiated. Have knowledge with regards to the business you want to establish. Lastly focus and specialising is equally important.

Q: I understand that you contribute a lot to Social Investment, How are you involved?

A: Yes I have joint hands with my business partner to contribute to improving individuals livelihoods. There are couple of families that we had adopted in Tlaseng, we contributed by supplying them with food parcels. We also are imparting business skills by advising local youth who just started businesses. We also donated to and assisted Bafokeng women's club.

Q What are your plans for the future?

A: My plan for the future are to retire comfortably at the reasonably early age, but for now is all about rolling my sleeves and creating wealth.



RBED UPCOMING EVENTS

04/04/13	Risk Management	RBED
09/04/13	Strategic management	RBED
10/04/13	Managing growth	RBED
15/04/13	Entrepreneurship	RBED
17/04/13	Finance Information Session	RBED
18/04/13	Presentation skills	RBED
22/04/13	Planning your Business	RBED
23/04/13	Market Research	RBED
24/04/13	Managing Finances	RBED
25/04/13	Managing Operations	RBED
26/04/13	Managing people/ HR Planning	RBED
29/04/13	SMME Forum	Conference Centre
07/05/13	Presentation skills	RBED
09/05/13	Construction Information Session	RBED
15/05/13	Catering Information Session	RBED
20/05/13	Co-operatives Information Session	RBED
23/05/13	Practical Tendering	RBED
28/05/13	Costing and Pricing	RBED
30/05/13	Manufacturing Information Session	RBED
06/06/13	Sales Techniques	RBED
10/06/13	Strategic Planning	RBED
11/06/13	Managing Growth	RBED
13/06/13	Mining Information Session	RBED
18/06/13	Project Management	RBED
19/06/13	Project Management	RBED
27/06/13	Entrepreneurship	RBED
28/06/13	Entrepreneurship	RBED
11 – 19/05/13	International Franchise Expo	Sandton Convention Centre



Business Research

It is of utmost importance to continuously research your business or idea whether during start-up phase or operational stage. A lot of research will have to be conducted during start-up phase in order for a potential entrepreneur or start-up to compile a business plan and for an already existing company; research will assist in terms of improving, growing or expanding the business.

Understanding Market Environment

Whether your business is established, in growth stage, early stages or is just an idea, you need to understand the market environment in which your business is operating or will be operating in. Market environment consist of understanding or conducting research on potential customers, direct and indirect competitors and lastly available suppliers within the market.

Importance of a business plan

Many entrepreneurs tend to ignore the importance of a sellable and concrete business plan. Compiling a business plan does not only assist in acquiring capital funding but also assist in terms of running or establishing a business. An entrepreneur considers a business plan as a book of life for his/her business. A business plan is not just a document. It is a holistic analysis of your company, the environment it operates in, and a route map to achieving success based on the resources available



Take Part In Our Quiz And Win Awesome Prices!! Two Winners Will Be Randomly Selected.

1. What is the importance of the Business Portal to SMMEs?
2. What is Mando Dire's position in Schengen Trading?
3. When was the launch of RBED's Business Portal?

To Enter please send your answers to

Tshepo.modise@bafokengdevelopment.com / Tebogo.sedumedi@bafokengdevelopment.com or call us on :
(014) 566 1600

Congratulations to our previous competition winners:

Gabaiphiwe Mekgoe and Metsiapula Molokoane

Your prizes will be delivered to you!!!!

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