

# Resene NEWS

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## Quality Underpins Success



*Quality begins with the needs of the users of our products - our customers.*

*The drive to satisfy those needs, from the preparation of quality products through to their efficient distribution and servicing, has always been the core of our business philosophy.*

*We have built our reputation purely and simply on the concept of quality products. It is this reputation which has been confirmed with our registration under ISO 9002.*

*We believe there are three levels to quality. Firstly, the performance of our products. Levels of excellence of coating performance are determined by controlled laboratory and field testing of formulations, developed with customers' needs uppermost.*

*However, while a formulation determines a product's potential performance, it is the care shown during the entire process which determines the degree of potential reached.*

*Therefore, the second aim of our quality system is to provide documented operating procedures and a level of staff training that ensures every batch produced is just as good as the original.*

*Lastly, people are the key to the success of this system. This has always been recognised as a Resene strength. With the concepts of quality and safety guiding each person's work activities and documented through ISO 9002 certification, we have now confirmed our position as New Zealand's most innovative paint manufacturer.*

Tony Nightingale, Managing Director



Resene Paints Limited Upper Hutt solvent-based plant (left) and the Naenae head office.

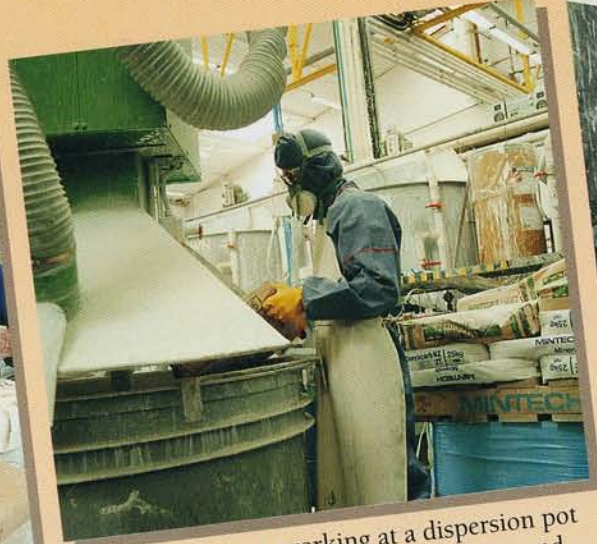
# Quality Control - Every Step Of The Way



**1** Quality of the finished product starts with the ingredients and all must be documented. Here, inwards goods storeman Ed Ribbon stacks chemicals from a 20-tonne delivery. Batch numbers are assigned to ensure traceability.



**2** The documentation of batch ingredients gets a further check by production manager Ron Howsan (left) and stock controller Robbie Robertson before mixing at the Upper Hutt plant.



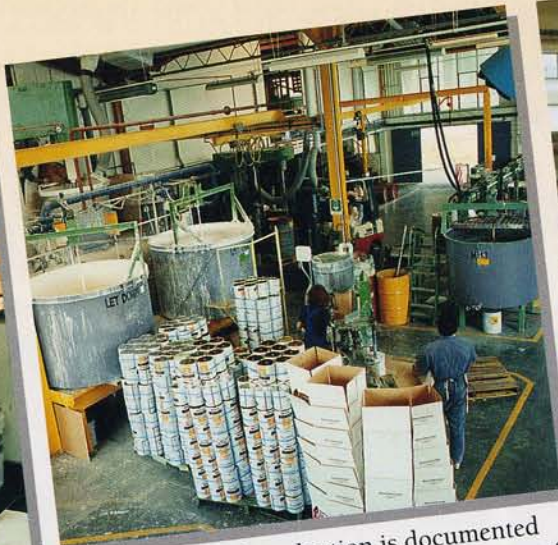
**3** Robert Howsan, working at a dispersion pot at the Naenae plant, checks batch lists and documentation at every stage of his mixing task.



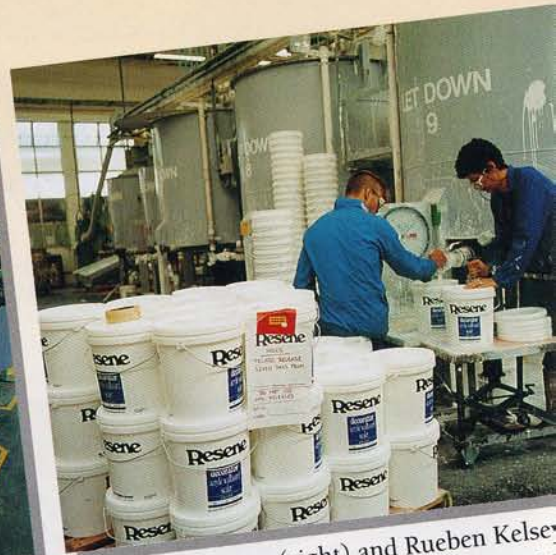
**4** Process draws mixture of ingredients. Each tank is labelled as per batch and is fit for use in final product.



**7** Angie Gooch runs a paint sample through a drawdown test process in the water-based Product Verification lab, a vital element of the Naenae operation.



**8** Each stage of production is documented for quality control. Here, the final stage of canning and lidding takes place in the Upper Hutt plant.



**9** Hannah Brown (right) and Rueben Kelsey fill finished product into pails to ensure conformity with labelling information.



Worker Peter Sinclair  
off an intermediate  
product ingredients.  
of intermediate is  
having passed testing  
or use. Intermediate  
are used in a variety of  
ucts.



**5** Lyn Ngarotata applies batch numbers to pails to ensure traceability, a key aspect of quality manufacturing.



**6** Colour shader Paul Woodhead takes a sample from a new batch to test for colour mix integrity.



**10** Plant manager Allen Pool (right) and warehouse manager Bob Murray check a new batch into the Naenae warehouse quarantine area. The batch is held until all sample testing shows it meets quality standards.



**11** Inspection supervisor Ruth Langham checks opacity on a specially-designed grid in the Resene Telarc registered Final Inspection lab. Once this and other tests are passed, product is allowed to pass from the quarantine area into stock.



**12** What it is all about - paint orders being loaded for delivery to Resene's nationwide network of ColorShops.



The paint the professionals use

# The Resene Approach

All painters know time is a great revealer of flaws in paint systems. So Resene's technical experts have always aimed at getting it right from the start.

One of the company's more high profile successes has been the 31-level Williams building in downtown Wellington. Built in 1976, the building's architect couldn't find a finish for the concrete exterior tough enough to withstand Wellington's weather extremes. Resene's technical team responded with a tinted masonry filler - the precursor of its X-200 product. Now, some 18 years later, the building is being repainted in a Resene system.

Says technical director Colin Gooch: "The Williams building was a good example of our first principles approach to product design. Many of our most successful products - Timberlock, Lumbersider and Zylone Sheen for example - have been developed directly from going back to first principles.

"Our technical strengths have reinforced an expectation among building professionals for innovative, successful solutions every time" he says. "Eighteen years between coats on the Williams Building speaks for itself."

(Left) The brand new Williams Building, Gilmer Terrace, Wellington - 1976.



The Plimmer Towers and hotel block repaint. The team involved includes (from left): Ciaran Corrigan, Downer & Co, Svend Anderson, Svend Anderson Ltd, Richard Henry, New Zealand Protective Coatings Ltd, Peter Anderson, Svend Anderson Ltd, Robert Highson, Warren and Mahoney Architects, and Malcolm Fleming, Resene Paints Ltd. The system applied was two coats of tinted Thixalon 5 and one coat of F10 Glaze - some 5,000 litres of paint.

## ISO Boost For Staff



Improved productivity and a boost in staff morale have been the immediate benefits of Resene's ISO registration, says Resene plant manager Allen Poole.

"It's been a fantastic effort from day one," he says. "At the Upper Hutt plant, for example, production levels have almost doubled over the last two years."

Production manager, Paul Kateley, agrees the ISO registration process has meant people feel more in control of their workplace.

"Basically, we all have to achieve the same, common, goals. What we are doing is setting standards for ourselves, meeting them and then surpassing them."

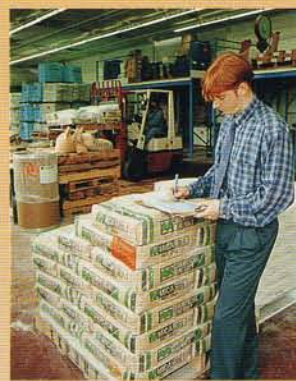
Production manager Paul Kateley checking labelling. An in-house labelling committee monitors legal and health and safety requirements to meet ever changing consumer legislation. Labels are regularly updated across the product range to ensure easy to follow and technically correct instructions are included.

# Suppliers Crucial

The co-operation of all Resene's suppliers has been a crucial part of the company's move to ISO registration.

There has been a noticeable increase in the standard of their performance, according to Resene purchasing manager Graeme Johnson.

"The certification process has required both commitment and endorsement by our suppliers, especially as it means they are under a lot more scrutiny from our end," Mr Johnson says.



Purchasing officer, Scott White finalising inwards goods documentation at the Naenae bulk store.

## Consistency the Key for Technical Team



The Resene technical team. From left Tony van Dyk, Chris Monigatti, Colin Gooch (technical director) and Hugh Stockbridge.

The achievement of ISO 9002 registration is the culmination of two years' effort for Resene, but the company has no intention of resting on its hard-won laurels.

"It is great that ISO 9002 is in place, but we realise it is not just a 'one off event,'" says company research and development chemist Chris Monigatti. "It's a constantly evolving system and standards are constantly under review."

Mr Monigatti, who took an overseeing role in the ISO accreditation process, says: "Resene has always had good systems in place. The huge job in obtaining ISO was the documentation of those systems - basically, putting everything in writing."

"But I believe our customers will have already noticed changes for the better," he says. "ISO registration means we can guarantee the consistency of our product quality - every batch is as good as the original formulation."



The paint the professionals use