

Special points of interest:

- Herve's New Home
- Global-Mark's Clients have their say
- Global-Mark and WaterMark—Did you know?

Inside this issue:

Herve's New Home	1
Be our Guest and meet the Trust Team	1
Electronic & Integrated—Global-Mark Systems	2
Dux Hot Water Systems meet strict efficiency requirements	2
Beaver Sales—Market Ready!	2
Congratulations! Manly Warringah Division of General Practice	3
McCullough Robertson Lawyers	3
Global-Mark & WaterMark—Did you Know?	3

Herve's New Home

Dear all,

What a year, and what a start. In late 2004/early 2005, my wife Maria and I, had a sad and unexpected departure from what had been our passion and life for the last 11 years, Benchmark.

After a bit of time off to reflect about our life, and where to go from here we decided to start again. After all, passion in life counts for something.

A big call? Well we really did not think so. We still had a lot of ideas, innovation, faith in our ability, trust in our team (even if we had to start a new team building effort), and support from our industry partners who valued what we had done for them in the past, and trusted what we could do in the future.

Welcome to our new home, Global-Mark. At the time of writing this letter, it is less than 1 year since we achieved our first accreditation (formal recognition as a certification company).

Few people have the chance to start again and "rebuild the castle", knowing all the tricks, best routes to take and the lessons learnt from the past. We had this chance, and we are now working for our new company which is leaner, faster, more efficient, and more effective than anything we have seen or done before. We are very pleased with where we are after 12 months. Whilst I do not wish to present our strategic and business plans, the

following dot points will give you an idea:

- New company equity model: where our employees and contractors can buy into the capital of the company (put their money where their mouth is), and participate in our strategy and decision making forums.
- New branding strategy: one key brand, the Trust-Mark.com™ which applies to all our programs.
- New management, IT and financial systems architecture. We have built incredibly powerful and efficient web-based systems, which completely remove the need for an administration centre. We have automated billing, payments and the creation of certificates (more on this in a future news letter). Only a technical review now stands between the Client Manager and the Client.



Already we are working (across our 24 programs, with a few new ones about to be released) with some 700 companies, products or individuals seeking certification. Our team now comprises 7 in our Sydney customer service centre, and 36 contract Client Managers, fully trained, credentialed and set up on our IT systems, here to help you.

We look forward to welcoming you to our new team. Thank you for the chance. Share the passion, and life!!!

Herve Michoux

Be our Guest and Meet the Trust Team

The Global-Mark Team invite you to join them for some light refreshment on Friday 19th May from 3pm-5pm. Come and meet the staff, see our lovely new offices and discuss your cer-

tification requirements or otherwise!! We are hoping to have these events bi-monthly, and welcome your input regarding the timing and format of these occasions. Our offices are

located at:

Unit 25, 28 Barcoo Street, Roseville

Plenty of parking is available!

Electronic and Integrated

Volume 1, Issue 1

Whether you are a single site client with one certification program, or a multi-site client with a range of different programs, Global-Mark's administration has been custom designed to enhance your audit program. We believe the real service to clients is in the audit process and the value added whilst our auditor works with you on site. With Global-Mark, the accu-

rate and timely delivery of reports, invoices and certificates means that time can be maximised to clients in adding value where it most matters—at the audit.

The increase in (and integration of) Certification programs, particularly across large organisations, means their management is necessarily more complex. Our tailor made information

technology and systems infrastructure is designed to accommodate both simple and very complex certification programs. If you are a large organisation looking for truly centralised client management across all your certification requirements (management systems and product certification), please call us on 02 9406 8555 to discuss this further.

Dux Hot Water Systems meet strict efficiency requirements

Hot Water Systems leader, Dux, has recently added a range of solutions to its product range.

Certification to AS2712 was established and granted by Global-Mark Pty Ltd a new certification company.

"AS2712 is critical in the market, and it is important that our range of products be approved so consumers can enjoy the benefits of new more efficient technologies" commented Dux.

"Achieving AS2712 was demanding: the auditors went through everything, every test, every report. We had to re-do some tests, to make sure they were present, and could sign off on it" added Mr Pat Pussell, Dux' Strategic Development Manager. "It is good to have a new player in the Product Certification market: the Global-Mark team worked with us for about 6 months: we had regular planning and progress meetings to make sure we were on target and that issues that arose were well identified, clear and actioned".

Herve Michoux, Global-Mark Managing Director explained "For Global-Mark, we are very pleased to have started working with a Client such as Dux: we are a new firm, entering a new market, so having the support of key Clients such as Dux, is great. This Certification is the result of some hard work, over the last 6 months, many tests and reports, but we got there, so well done to everyone". "For Certification to be credible, it is important that it be very thorough and complete: this is what we are here for, but we can also help Clients and make sure they focus their efforts in the right direction."



BEAVER[®] Market Ready

"Global-Mark allowed us to bring a product to market much faster than we had expected. They expedited the process by working with us all the way, witnessing our testing, reviewing the compliance folders and completing the audit in a really logical and transparent process. Global-Mark's involvement has added great value to the outcome."

Left: Beaver's Fireman-Type Harness Model BH05200 certified to AS/NZS 1891.1:1995/Amdt 5:2004: industrial fall-arrest systems and devices - safety belts and harnesses

"Global-Mark allowed us to bring a product to market much faster than we expectedGlobal-Mark's involvement has added great value to the outcome"



Congratulations to Manly Warringah Division of General Practice

Unit 25,
28 Barcoo Street
Roseville NSW 2069

Phone: 02 9406 8555
Fax: 02 9406 8556
E-mail:
customerservice@global-
mark.com.au

Editor: Katerina Godfrey
Business Development
Manager
Email:
katerina.godfrey@global-
mark.com.au

The Trust Team

WWW.GLOBAL-MARK.COM.AU



From Right to Left: Dr Frances Black, CEO, Jackie Hay, Accounts Administrator, Katerina Godfrey, Business Development Manager, Global-Mark, Helen Pook, Clinical Nurse Liaison Co-ordinator, Judy Galton, Administrative Assistant.

Manly Warringah is only the 3rd Division of General Practice to be accredited in NSW. Dr Frances Black stated "Manly Warringah Division of General Practice enjoyed and successfully completed the accreditation process due largely to the efficiency of Global-Mark and our pre-accreditation trainer, Michelle Fisher. I would greatly recommend their services to any organisation seeking accreditation." [Michelle Fisher is an independent consultant].

"We started working with Global-Mark at our re-Certification audit. After many years of certification we found that a new set of eyes could add value, and we were not disappointed. Global-Mark brought a new dimension, and focus to our management system, spent some time with senior management focusing on strategies and also got into real details with our partners and associates. There was a good outcome of the audit, but for us the most important aspect was that the audit and the management system was clearly visible and had a good impact"

Brendan Frankcombe,
Client Service Manager, McCullough Robertson Lawyers



Global-Mark & WaterMark—Did you know?



AS ????

LN: W ???

- That Global-Mark is now accredited to audit against a wide range of Product Certification Standards, including the WaterMark.
- That you can transfer from one Certification Body to another .
- Global-Mark has been able to achieve significant cost savings for clients, we do not charge royalties based on product volume. The only royalty charged by Global-Mark is 4% of our fees payable to Standards Australia who administer the WaterMark.



AS ????

LN: W ???