

Harry P Will SA Wins World Quality Commitment Award

Harry P Will SA was recently awarded the World Quality Commitment Award in the Gold category in Paris. This was awarded on the basis of a voting process carried out among all the participating former awardees as well as by presidents, managers and management personnel of companies oriented towards quality.



The World Quality Commitment Award

The award was presented in recognition of organizations in different countries throughout the world that further their reputation and position by promoting and implementing quality culture. This award also encourages the contribution of companies and organisations to quality, continuous improvement and customer satisfaction as well as improving relations with employees, suppliers and those associated with the company.

Harry P Will SA are extremely honoured and delighted at receiving this award as they are only the second company in South Africa to have been recognised by receiving this prestigious title. This proves that their products and service are indeed of the highest standards and without a doubt committed to quality.

Harry P Will SA is a Proudly South African tool manufacturer who is also a member of HATMA (Hand and Tool Manufacturers Association). Mr Horst W. Schmidt, MD of

Harry P Will SA enlightened us on how the company was born.

The business was established in 1972 as a daughter company of the German establishment. Although there wasn't much of a local tool industry in South Africa at that point, Harry P Will SA faced major competition from American tool manufacturers, however, government supported and welcomed local manufacturers and now, 37 years later, the company still stands confident as they presently manufacture 68 different types of pliers at their factory in Brits.



The Will Range of quality tools

These products are of the highest quality for the various market sectors i.e. Industrial Agricultural, Automotive and DIY. Harry P Will SA uses 3 different exclusive steel types being mainly Chrome Molybdenum, which is imported.



Mr Horst W. Schmidt, MD of Harry P Will SA

As Mr Schmidt was born into the company, he became more involved from the age of 21 and now boasts of numerous years' industry knowledge and experience which he applies in making Harry P Will SA a success. He lives by the motto: "QUALITY never has to come back" and strives to build the brand name around "QUALITY, QUALITY, QUALITY".

Harry P Will SA is a supplier to appointed wholesalers and mass merchandisers and the Will range of quality tools aims to target tradesmen and the industrial sector. Furthermore, their tools are also exported to our neighbouring countries where the Will brand is in demand.



From left to right: Josef Pytlik, Travis Bothwell, Horst Schmidt, Jannie Nolting and Maureen Johnson

As brand and market leaders in the industry, Harry P Will constantly strives in building a lasting relationship with their customers by ensuring quality of service and products.

HATMA
SOUTH AFRICA
HAND TOOL MANUFACTURERS ASSOCIATION OF SOUTH AFRICA

OFF-CUTS

DIY snippets from around the world.

An exceptional achievement

Harry P Will are highly respected for the quality of the pliers they produce and the company has made hardware history by being awarded the World Quality Commitment Award in the Gold category in Paris, France late last year.

This is only the second time that such a prestigious award has been presented to a South African company – the other company to receive this award was Gold Fields. "This award came as a complete surprise, as we had no idea we had been selected for such a prestigious award which recognises outstanding commitment to quality and excellence," remarked Horst Schmidt, the company's director. "The voting and selection process is a secretive affair and we don't know which companies and individuals were responsible

for selecting and promoting our company for the award."

The World Quality Commitment award of Business Initiative Directions "recognises and encourages the contribution of companies and organisations to quality, continuous improvement and customer satisfaction as well as improving relations with employees, suppliers and all those associated with the company." The Business Initiative Directors screened companies from 93 countries around the world over a 10-month period for the selection process.

"Harry P Will is a small, but focused and professional company," says Horst. "Our bottom line has always been quality, quality, quality." These ethics have clearly paid off for the company and a sure indication that the business will grow from strength to strength.

Harry P Will manufactures a range of quality pliers for various market sectors, including



▲ The World Quality Commitment trophy.



▲ Horst 'Rusty' Schmidt proudly holds the 2008 World Quality Commitment trophy.



Did you know?

Thomas Edison and WKL Dickson introduced the first film camera in 1894.

industrial, agricultural, automotive and DIY. Three different tool steels are used, including C45 carbon steel for cutting medium to hard steel wires; chrome vanadium steel for circlip and water pump pliers; and heavy-duty C60 and chrome molybdenum steel for cutting piano and hardened steel wire. There are three different ranges, including the A3 range (which is identified by the red handles and using a light PVC handle insulation); the DT range (with red and black handles and using heavy-duty handle insulation) and the VDE range (with red and yellow handles and a 1 000V rated heavy-duty handle insulation).



Did you know?

The plastic pieces on the end of shoelaces are called aglets.



▲ Proud staff at HP Will, (from left to right) Travis Bothwell, Maureen Johnson, Horst Schmidt, Jannie Nolting and Greg Du Toit.

Prestigious award to SA hardware company

Harry P. Will, one of South Africa's oldest manufacturers of quality hand tools, recently received the coveted World Quality Commitment Award in the Gold category in Paris, France. The ceremony was held on September 22, 2008 in Paris and is sponsored by 17 media publications all oriented towards changes and trends in global markets, focused on innovation, technology, new products, business news and finance.

The Business Initiative Directors (BID) gathered companies from 93 countries over a period of 10 months and the selected companies, including those listed in the Global Fortune 500, demonstrated excellence in leadership within each designated sector, increased market share, improved results as well as sustainability.

The award recognises and encourages the contribution of companies and organisations to quality, continuous improvement and customer satisfaction as well as improving relations with employees, suppliers and all those associated with the company.

The BID has awarded companies from 178 countries since 1986. HP Will is the first tool and hardware company to receive this award in South Africa and only the second South African company to win it, the other being Gold Fields.



Travis Bothwell, Horst Schmidt, Maureen Johnson and Gregory du Toit.

It's all about the quality

The BID selects participants on the basis of a voting process carried out among all participating former awardees. Nominees are adjudged on customer satisfaction, communication strategies, benchmarking, information and data analysis, leadership, planning and decision-making, human resources, continuing education and training, processes and production, financial outcome, business results and ISO 9000.

One of the World Quality Commitment's goals is to gather companies whose business activities have gained prestige for their achievements in the area of quality and who are interested in continuous improvement in their quest for excellence. As such, the World Quality Commitment Award represents a true victory for Harry P. Will South Africa.

Building on this success

Harry P. Will is very grateful for the honour which has been bestowed upon it. "We couldn't have done it without the loyal support from our distributors and wholesalers," says Horst Schmidt, managing director of HP Will.

Where to next? Well, HP Will has three aims for the future. Firstly, to redesign the products' packaging, secondly, to increase the range with three new products and finally, there will be new promotions, marketing material and leaflets available soon. "We are excited to be growing our business along with our wholesalers and distributors," Schmidt concludes. For more information, call 011-791-9811. 