

Quality of Service Rendered by TWJ Engineering and Mining Supplies

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ABSTRACT TWJ Engineering and Mining Supplies is an emerging, black-owned company that provides engineering fabrication, maintenance and repair services to mining institutions in the Sekhukhune District of Limpopo Province. The research focused on strategy formulation and execution, with specific reference to the quality of services rendered by the company. Forty respondents were interviewed as primary sources from the delineated sample from which data was collected and validated to strengthen the research base. The study aimed to determine how TWJ Engineering and Mining Supplies applies strategies to achieve the organizational mandate set out in its mission and vision. The identified strengths of TWJ Engineering and Mining Supplies include the adoption of a warranty policy and procedure. However, TWJ Engineering and Mining Supplies do not have a customer care unit with standard policies and procedures. Customer complaints should be recorded and managed so that they do not recur. The study will determine if TWR Engineering and Mining Supplies meets the standards set out in its strategic plan. The following recommendations are made: effective planning ensures quality workmanship, quality control of workmanship is critical for the long term survival of the organization and a guarantee must be provided against poor workmanship.