



# WOOD WISE<sup>LIMITED</sup>

WOOD INDUSTRY SKILLS EDUCATION

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## GRADE RIGHT (NZ) LTD

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## Combined Spring 2020 Newsletter

**First off, we are delighted to welcome the following companies into the Treat Right QA Programme and the Grade Right's Engineered Wood Products QA Programme:**

**New Treat Right Customers:**

Tumu Timbers, Hastings

Lumber One, Rotorua

Otorohanga Timber Company, Otorohanga, and

Northsawn Lumber, Ruakaka.

**New Engineered Wood Products (EWP) QA Programme customers for Finger-jointed and Laminated products:**

TimberlinkNZ Ltd, Blenheim (in late 2019)

Taranakipine, New Plymouth

Otorohanga Timber Co, Otorohanga

Northsawn Lumber, Ruakaka.

We have monitored Eurocell Wood Products in Nelson and ITI Chile for their solid, finger-jointed and laminated products for some years now but the increase in interest in FJ and laminated products has enabled us to expand this QA Programme and name it separately to distinguish it from our long-standing Grade Verified QA Programme for solid SG products.

Companies continue to choose the Grade Verified, Treat Right and EWP QA Programmes because they enable producers to consistently manufacture compliant timber products using Quality Assurance programmes that are straight-up, firm, fair and are visibly seen to work well. The fact that we respond quickly with good technical advice, promptly analyse and approve new products, providing timely monthly feedback and data analysis and carry out audits that are positive in nature and promote continual improvement mark us out from the rest. There is no point having an auditing body that cannot deliver these good outcomes for you as a producer.

We continue to highlight the importance of complying with grading and treatment standards and related SOP documents and our objective is to do the monitoring and auditing work in a positive and constructive manner that assists rather than obstructs our clients. We need consumers to view wood products as the best materials available and this means maintaining their confidence in our industry's products. We believe the monthly feedback reports that we provide sites for both the Grade Verified, Treat Right and Engineered Wood Products QA Programmes provide confirmation that you are compliant and draw attention to any issues that have arisen and need addressing.

## 2019 and 2020 Graduates from Wood Wise training

We are delighted to announce that in the 2019 calendar year and in the 2020 year-to-date, we have had 80 graduates and almost 50 graduates respectively complete Solid Wood Manufacturing qualifications. Many thanks to all companies that participated on this training and all the very best to these graduates in their future careers in our industry. Remember that the main aim of formally training staff is to equip them with all the necessary skills and knowledge to enable them to make the best production, quality and value-adding decisions that overall results in greater value recovery, products that are in spec, fit for purpose and satisfied customers, while at the same time enabling your good reliable staff to gain NZ qualifications and recognition for what they know and can do.

### 2019 graduates gained the following qualifications, by company:

**Level 5 Manufacturing: 5** (from Arbor Reman, CHH Kawerau, Claymark Thames, Roundwood NZ Tokoroa, Purepine Te Puke)

**Level 4 Timber Machining: 4** (from Westimber Christchurch, Mac-Direct Patumahoe, Hallmark Rangiora, Hals well Timber Chch)

**Level 4 Sawmilling: 3** (from McAlpines Rangiora, Nelson Forests Kaituna, TimberlinkNZ Blenheim)

**Level 4 Finger-Jointing: 1** (from Otorohanga Timber Co)

**Level 4 Grading: 2** (Kiwi Lumber Dannevirke, McAlpines Rangiora)

**Level 4 Drying: 1** (from Westco Ruatapu)

**Level 3 Timber Machining: 18** (from Hallmark Rangiora, Halswell Timber Chch, Hume Pine Rotorua (2), Kiwi Lumber Putaruru (2), Max Birt Sawmills Pokeno, Nelson Forests Kaituna, Niagara Timber Ashburton (2), Niagara Sawmill Invercargill, Northpine Timber Waipu (2), Otorohanga Timber Co (2), Rapaura Timber Blenheim (2), Xlam Nelson)

**Level 3 Drying: 4** (from Eurocell Nelson, Nelson Forests Kaituna, Pan Pac Otago, Rosvall Sawmill Whangarei)

**Level 3 Treatment: 7** (from Eurocell Nelson, Kiwi Lumber Masterton, Niagara sawmill Invercargill, Northsawn Lumber (3), Otorohanga Timber Co)

**Level 3 Grading: 4** (from Red Stag Timber Waipa)

**Level 3 Yarding+Despatch: 2** (from Nelson Forests Kaituna, Otorohanga Timber Co)

**Level 2 Timber Machining: 7** (from Otorohanga Timber (5), TimberlinkNZ Blenheim (2))

**Level 2 Grading: 6** (from CHH Nelson, Nelson Forests Kaituna (4), Pinepac Whenuapai)

**Level 2 Drying/Treatment: 8** (from Claymark Katikati, Croft Poles Whangarei (2), Kiwi Lumber Masterton (2), Northpine Waipu (2), Pinepac Whenuapai)

**Level 2 Finger-jointing: 7** (from Otorohanga Timber Co)

**Level 2 Wood Handling/Distribution: 1** (from Croft Poles Whangarei)

**Level 2 Wood Processing: 1** (from Otorohanga Timber Co)

**And Level 2 Wood Panels: 1** (from IPL Greymouth)

**2020 year-to-date graduates gained the following qualifications, by company:**

- Level 5 Manufacturing: 7** (from CHH Nelson (4), Nelson Forests Kaituna (3))
- Level 4 Timber Machining: 5** (from Hermpac Silverdale, Max Birt Sawmills Pokeno, Pan Pac Napier, Hume Pine Rotorua (2))
- Level 4 Treatment: 1** (Taranakipine New Plymouth)
- Level 3 Timber Machining: 3** (CHH Nelson, Lumbercorp Ohinewai, Otorohanga Timber)
- Level 3 Finger-jointing: 1** (from Hume Pine Rotorua)
- Level 3 Treatment: 4** (from Red Stag (2), Waipapa Pine Whangarei, Taranakipine New Plymouth)
- Level 3 Grading: 7** (from Red Stag Timber Waipa)
- Level 3 Drying: 1** (from Claymark Katikati)
- Level 2 Grading: 10** (from CHH Nelson (4), Nelson Forests Kaituna (6))
- Level 2 Drying/Treatment: 9** (from Mitchell Bros Darfield, Permapine (4), Pukepine/Purepine Te Puke (5))
- Level 2 Treatment: 1** (from TTT Tuakau)

**Level 5 Manufacturing:**

Please note that we also have three Level 5 Manufacturing courses running at the moment, one in the Central North Island (for Kiwi Lumber Putaruru, Pukepine Sawmill, Red Stag Timber, Mac-Direct) and two courses running at Tenon Taupo. We have further interest in the Central North Island and in Nelson/Marlborough for this qualification so please consider this course for your supervisors and QC staff. There are 4 units covered in this course which comprises five 2-day modules spread over 9-10 months and costing \$300/ 2-day module per person in the North Island and \$350/2-day module per person in the South Island.

ID	Domain	Title	Level	Credit
29278	Manufacturing Processes	Audit performance against relevant manufacturing standards and recommend improvements for a manufacturing operation	5	15
29279	Manufacturing Processes	Apply knowledge of key performance indicators to improve production and quality in a manufacturing operation	5	15
29280	Manufacturing Processes	Gather and analyse manufacturing data to resolve production and quality issues in a manufacturing operation	5	20
29281	Manufacturing Processes	Generate, evaluate, scope and present new ideas for improvement in a manufacturing operation	5	20

This is an excellent course and we have had very positive feedback from all participants and their managers, the latter who are invited to the last day of Module 5 for presentations by the participants on a production or quality issue they have investigated and in most cases resolved successfully.

### **Free Training details still to be released**

While the govt released news of free training for trainees and apprentices last month and we now know this covers all Wood Manufacturing qualifications, we are still waiting on details from Competenz and their masters, the Tertiary Education Commission (or TEC) on what “free” actually means. At this stage, it appears that on-site course costs will be free but that travel, accom/meals costs incurred by providers visiting a region to deliver training and assess staff may not be covered. That is all we know at the moment which is frustrating as a number of you are wanting to start training with Wood Wise. We hope to have final details shortly. As these details may take even more time to emerge, we will have to continue invoicing you for the unsubsidised portion of the costs, but rest assured that we will refund whatever is owing to you once the picture becomes clear. Hopefully this is soon so please let us know your requirements for training now so we can start to programme this is given we are in mid-August already. Many thanks.

**Supervisor Courses:** Wood Wise has been using Mark Stevenson to also deliver courses aimed at supervisors and would-be supervisors to enable them to do their jobs better and with more knowledge, confidence and with better outcomes. While there are Level 3 and 4 Certificates in Business, companies that have enquired have asked for less theory and more practical hands-on workshops that could be delivered one day every 3-4 months in a region. This enables participants from different sites to come together with a facilitator to cover subjects like:

- Me as a leader, how do I recognise my strengths and weaknesses and then improve.
- Dealing with staff from other cultures and what are some traps for young players.
- Disciplining staff in a pro-active way that achieves positive outcomes.
- Strategies for effective communication with both staff and management.
- Managing people, plant, products, and processes.
- Time management and organisation for new supervisors (how to keep your head above water in a demanding work environment).
- Identifying and leading compliance requirements.
- Problem solving and decision making in a team environment. Root cause analysis.
- Developing workable SOPs.
- Leading team culture improvement. Mentoring and being mentored.
- Dealing with stress and frustration.

To date, these courses have been run for 3 companies in Nelson and 4 companies in the Bay of Plenty. Cost is generally \$135 per day per person based on a minimum 6 people attending and based on four one-day sessions spread over 8-10 months. Feedback has been excellent. Contact me if interested.

### **Wood Wise continues to use our specialist Machining/FJ/Laminating-**

**Tutor Mark Stevenson** to train machinists and those operating FJ’ers and Lamination plants right through the country as on-site training has the advantages of your operators being trained on your planers, with your timber, your tool room, your procedures etc plus some of the practical training and assessing can match production requirements.

Sometimes this is one-on-one training by Mark, but we have had groups of up to 4 for this on-site training often from more than one site with excellent feedback. Having people away for traditional 3-week block courses is simply not viable for most companies today. So, give me a ring to organise on-site training with Mark!

## **Treat Right Update / News**

### **NZ TREATMENT STANDARD REVIEW-NZS3640**

Hello customers Grade Right has been representing auditors on the technical committee for the revision of NZS3640. Progress has been slow with the complexity of added material. The standard has had two rounds of public consultation and is still in progress nearing completion in the last meeting I attended.

I will try to follow up on developments with the committee chair.

Treatment quality is good overall within the Industry and I appreciate the work of the excellent technical advisors throughout New Zealand. They help keep the basics on track and ensure issues are dealt with.

I find the highest risk area is when you have new staff and knowledge can cause some little gaps. Thank you to all the sites I deal with for your co-operation and for sending me the requested relevant information every month. All the best catch you out on the sites.

*TED*

### **General News/Feedback:**

1. **Grade Verified and Treat Right clients would have received new invoices** in April 2020 for licence fees for the April 2020 to March 2021 financial year and remember that if you have been paying these monthly by direct credit, you can continue to do so. The monthly licence fees are the same for this financial year as for last year.
2. **Grade Right proof tester calibration** price still \$525+GST which is still cheaper than what other companies carrying out calibration work charge. These calibrations are required to be done annually while a site should be doing a calibration check with their aluminium calibration bar at least fortnightly and recording the results.
3. **New GV product approvals:** These cost \$50 per product with this cost covering the approval analysis and entering this product onto our website on the link to your website plus maintenance costs for our website. Remember the approval analysis is required before you sell any of the new product plus it means we are confirming that the product is in fact “passing” (or otherwise – yes, some have failed and cannot be sold until issue sorted and retesting carried out) before you start selling it – peace of mind for you and us!
4. **Regular visual grade audits** by Grade Right continue for a number of companies throughout NZ. These provide an independent view on how well your graders are doing compared to your grading rules. The objective is to identify what the graders are missing in speed grading so that training can be organised to address these issues. Regular audits (half-day or a day per month or every 2 months) always result in improvements in grading accuracy and consistency through direct feedback – we guarantee this! A half-day audit with report may only cost you \$450+GST depending on where you are located and can comprise random packet grade audits plus recording of grade accuracy/issues around a sawmill sorting table and on-line auditing of drymill graders. Try this option and you will be pleasantly surprised as to the benefits.

5. **Kiln audits:** How well are your kilns run and is there an opportunity to improve systems to reduce Moisture Content variation, prevent over-drying and subsequent loss of value, reduce customer issues etc? Ted Morris can carry out a full kiln review/audit in a day examining practically exactly what happens at your kilns. Ted has been a kiln operator and kiln supervisor/manager in a previous life and over the past 3 years has had a lot to do with Continuous Drying Kilns which are becoming more popular for medium sized operations. So give Ted a ring (027-2463219) or email him ([tedm@woodwise.co.nz](mailto:tedm@woodwise.co.nz)) to discuss your kiln drying needs.

6. **GV clients to respond to GV Audit Reports and Confirmation of Factual Accuracy Forms within 2 working days**

We require all Grade Verified customers to respond to their GV Audit Reports by completing the Confirmation of Factual Accuracy Form within 5 working days. This is to ensure a speedy response if there are issues which need to be resolved but also to ensure there are no long delays in getting these back to us for reconciliation i.e., we want to know you have read the report, agree with the findings (or otherwise) and detail actions (if any) that need to be taken.

**Issues that continue to crop up in GV monthly monitoring and GV audits are as follows:**

- (a) Products left failing rather than testing another 30 pieces (all of which have to pass) to clear a test failure. A test failure means that any packets produced from the time of the failure cannot be further processed or despatched and instead, have to be put on “Hold” or quarantined. If a failing product goes out the gate, it will inevitably have to be recalled which is worst case scenario. Graphed data must be inspected and “passed” by the “gatekeeper” by initialling and dating the graph and filing this with the raw data sheet. Please note that any packets tested and passing prior to the test failure can be further processed and despatched.
- (b) Note that sending in a Test Failure Form within 48 hours of a Test Failure is required. The form does not have to be completed before it is sent in if there is a delay in the further testing required or if a decision is still to be made as to what is to happen with the failing product.
- (c) Data entry errors not being picked up by scrutinising the graph for each product. It is critical that the graph produced by the verification spreadsheet is examined to determine whether the product is “passing” or not.

Let me know if you have any questions and all the very best for the remainder of this year. Many thanks for your co-operation and assistance for the year to date and we look forward to working with you for the remainder of this year.

Yours sincerely

*Paul Carpenter* - Managing Director

on behalf of the Wood Wise and Grade Right Team: Leanne Patterson, Keith Matheson, Ted Morris, Mark Stevenson and myself.

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