

Innovative Process Group



Newsletter

January 2003

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Happy New Year!

Directions for 2003

A Round Up for 2002

Customers - our main focus!

Innovative Process Group Pty Ltd (IPG) sends all our customers Best Wishes for the year 2003, and we hope you had an enjoyable and safe Christmas 2002 with family & friends.

IPG looks forward to working with you and your company during the coming year, to assist in ensuring effective and efficient management of your company's processes - and thus contributing to the growth and success of your business.

IPG KEY OUTCOMES FROM 2002

NSW Enterprise Workshop

Our management team participated in the NSW Enterprise Workshop program for small businesses in NSW, and was delighted to receive the Australian Business Limited award for 'Best Operations Plan 2003'.

Defence Recognised Supplier

IPG was formally approved as a 'Defence Recognised Supplier', in recognition of our record of supply to the Australian Defence Organisation and the contribution we have made to the continued sustainability of the Australian Defence Force.

New Customers

Include AAPT, elements of the Defence Personnel Executive, Royal Australian Navy, Renewable Power Ventures (previously Carbon Solutions), NSW Fire Brigade Specialised State Operations

New Partners

Our Partners now include DataTrack Solutions - a leading Symbol Technology Partner and developer for hand held applications.

We are also pleased to be able to offer and tailor the unique products of CreativityCorp - creators of Pocket PC Creations - see our web site for more details.

Customer Care Program

IPG will continue to focus on delivering unique service and product solutions for customers, our team remain dynamic and focussed on ensuring customers are provided with exceptional service. A demonstration of our commitment to this approach, is the news that we are establishing a 'Customer Care Program'. More details will be available from our website, including a range of free offers to existing customers.

"CAPTURE 'N GO"

Our Mobile Process Solution (formerly MPS) has been re-badged as "Capture 'n Go". The essence of our approach is to ensure that you as the organisation gain the most benefit from the use of handheld or Pocket PC based applications by your mobile workforce. "Capture 'n Go" will be trialed with a prospective customer in the Charter Boat / Diving industry during February and March 03 and with a prospective customer in the Food industry in April and May 03.

Training Management and HR Services complimentary to the range of products and services we supply are now underdevelopment and will be on offer to our customers during the course of the year.

A significant aim for 2003 is our accreditation as a Training Provider and Business Solutions Partner with SAI Global and Business Excellence Australia. This approach demonstrates our commitment to quality and the delivery of the highest standards of service and support to our current and new customers.

Our Team will continue to ensure IPG is a positive, results-driven, technologically astute, and quality focussed company.