

# Networking<sup>4</sup>Enterprise

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MALTAENTERPRISE

## Malta Enterprise

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## Book the date!

### Register now!

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## 17 – 18 April 2013

### Radisson Blu Resort St Julians, Malta

During these two days you have the opportunity to meet with foreign entrepreneurs and discuss business deals during individual meetings and social networking functions.

#### The event brings you:

- Opportunities of new business
- Opportunities to meet new business contacts, leads, and clients
- Opportunities to promote your services/products
- The possibility to meet owners or decision makers from many other businesses
- Allows you to share and gain knowledge, expertise and contacts
- Gives you an opportunity to exchange ideas and experiences with other like-minded entrepreneurs
- Meet potential service providers
- Form strategic alliances

#### Interested?

Then your only decision is to join the other companies that have registered so far by clicking now on [www.maltab2b.eu](http://www.maltab2b.eu). The online registration form is to be found in the "Plan and Book" section. Enquiries may be sent on

[info@enterprise-europemalta.com](mailto:info@enterprise-europemalta.com)



# TRANSFORMATION IN THE RIGHT DIRECTION

## Quality and Effectiveness - Part 2

### DO WE PASS THE RIGHT MESSAGE TO OUR TEAMS?

**Regretfully, we sometimes pass the contrary message to our teams. Rather than encourage them to own the process, we guide them away from it...further away, by some strategies we adopt, compartmentalized job descriptions, division of labour initiatives and similar approaches.**

Whilst visiting a new client of mine some time back at the time the exercise was to review the near future strategy for the operations function. One thing that struck me in particular was to note that one of the objectives they had come up with was to increase the capacity within their repairs function. Seeming odd to me, I challenged this objective. My initial understanding was that this 'repair function' was a value generating one – an expansion of their after-sales services perhaps?

It was rather overwhelming for me to hear that the reason for this objective was to cater for the massive backlog within production failures that they ended up with, month after month. In order to get all the repairs done

in time for the month end reconciliation, the company experienced somewhat uncontrollable overtime costs. Therefore, to mitigate this, management decided to increase the capacity of the repair function by hiring more people.

Digging even further into this matter, it became gradually clear to me that management had no clear idea as to the real reasons for these production failures. Let alone them having any inclination to seek the root cause and take appropriate corrective action!

On the contrary, one would have expected management to direct the production teams to take ownership of their process and seek the root causes, enabling them to come up with a solution and then management investing in its

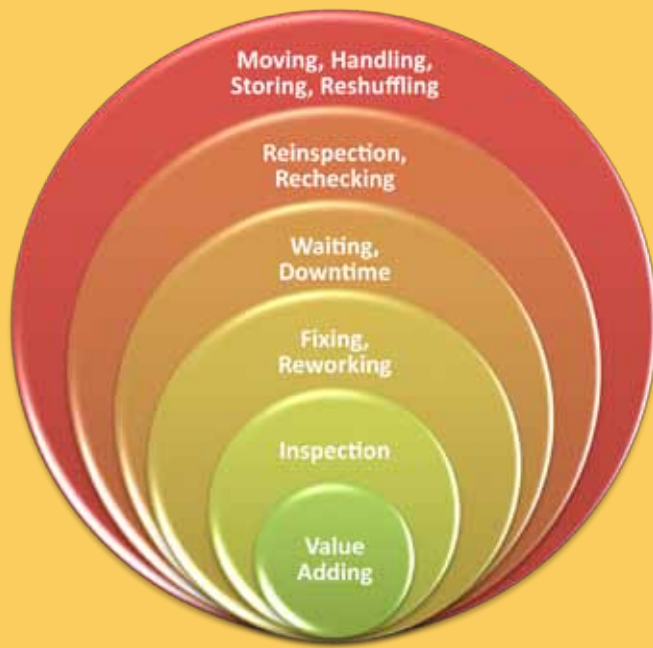
implementation, instead of employing further repair personnel to fix the damages.

The morale behind this case is that waste only generates more waste. Identify the non-value adding activity and eliminate as much of it as possible, and not glorify it further!

#### **Reflection to your organization**

Try to map out the above couple of cases discussed to functions within your own organization. Do you relate to such experiences?

Consider the amount of time and effort spent on managing poor service delivery, or perhaps poor quality raw materials you have bought in. Or you preferred to fix the damage (the symptom) rather than addressing the root cause?



**Figure 2**

*Anything that is not VALUE-ADDING, can be regarded as WASTE, and we have every obligation to eliminate it.*

Also, think of the reports you need to generate week after week to manage these and similar issues. Think of the procedures, systems and databases you might have created to log and keep track of problem areas, perhaps even employed someone to manage such systems.

Material or information transfer, archiving of problem reports, IT servers to handle 'defects databases', perhaps even invested in building a quarantine area to store 'On Hold' material until this is reworked, repaired, sent back to suppliers, or scrapped...the list is endless, and unfortunately repeatedly seen in various organisations from all sectors. All this is costing us time, effort, money and grief!

Do your teams (and yourself for that matter), demonstrate passion within the process you are responsible for? Is there any initiative to at least start working towards mitigating these situations?

This is not an easy story to tell, and far more difficult to sort out. It takes effort, commitment and perseverance, pain and readiness for change, at all levels, top to bottom within an organisation.

### **The Transformation Process**

Introducing a quality culture throughout the value chain will definitely help. Achieving this

goal would be what I call *industrial paradise!* When information flows at the right time with the right dose from and to the right sources, the same with materials, when specifications are met dead on target, when people understand their processes and make them their own ...maybe we will not see that happen in the very near future.

On a brighter note, the good news is that we can start the process towards approaching this state, gradually, through a committed drive to instill quality service levels by educating our people *at all levels*, possibly starting at the top. Then we can lead by example.

In order to start this long journey that might be never ending, we need to be able to accept constructive criticism of our own systems, adopt an open mind approach to challenge traditional, even outdated activities, re-organise operations and get out of any *self-imposed barriers* that prevent us from the *transformation*.

For starters, we must 'see' our processes to understand the value adding bits and distinguish these from the non-value adding bits (waste) that has accumulated over the years. Once we decipher the value adding activities, we can start on trimming off all (most?) of the rest, as far as possible.

We must enable our people to own the entire process. Whilst also respecting the expertise that may be required at specific points. We need to discourage disjointed tasks and promote overview knowledge and awareness, naturally, with relevant specialists concentrated on their bits of the process – but still aware of the entire process involved.

Introduce measures (KPI's) for the right parameters at the appropriate stages, to ensure constant view of performance. Follow this up with the right level of information and analysis to enable us to keep constant track of the direction we are taking, enabling us to act proactively, preventing unpleasant surprises.

Let us exploit proven tools and techniques that are readily available within our respective industry to enable us embark on this direction without holding us down with restrictive boundaries. Implementing functional quality management systems (ISO9001:2008), adapting tools and techniques such as Kaizen and TPS concepts, adopting Lean Management philosophies, undertaking change in a controlled and planned manner, are all approaches that have been proven and tested by our benchmarks in the past. Let us take an example and learn from these models and also become brilliant leaders.



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# World IT Show

22 – 23 MAY  
SEOUL, KOREA

The Enterprise Europe Network (EEN) is promoting the World IT show – B2B Buyer Meeting and Korea-EU Joint Cooperation Seminar – as one of its brokerage events. The World IT show will be held on 22<sup>nd</sup> and 23<sup>rd</sup> May 2013 in Seoul (Korea).

The World IT Show is the largest IT Trade show in Korea and offers an ideal opportunity for technologies in the following fields:

- Mobile/ Communications / Broadcasting
- Cloud Computing / Big Data / IT Service
- Software / Digital Contents
- IT Convergence
- Industrial Electronics

The B2B Buyer Meeting will be held on 22<sup>nd</sup> May 2013. Participants need to be companies and ideally prospective buyers of Korean products. The EEN office in Seoul, Korea, has agreed with World IT Show secretariat, to offer free accommodation for three days to foreign buyers participating in the brokerage event.

The Korea-EU Joint cooperation Seminar with B2B match making event will be held on 23<sup>rd</sup> May 2013. Any company which wishes to buy or sell their products can attend this event. There is no free accommodation when participating in just this event.

Malta Enterprise is also offering the possibility to part-finance travelling costs up to 50% plus daily per diem. This incentive is subject to approval according to the guidelines of the Strengthening Market Entry and Internationalisation scheme. Kindly send an email on [info@enterprise-europemalta.com](mailto:info@enterprise-europemalta.com) for further information.



# ASIA EU Matchmaking Event

21 – 23 MAY  
BEIJING, CHINA

The Asia EU Matchmaking event in Beijing is a quick and easy way to meet potential cooperation partners. You will be able to meet people and build on connections for a future cooperation.

The event will focus on:

- Electronic Information and Communication
- Engineering and Manufacturing
- New materials and New Energy
- Environmental protection
- Agriculture and Green Technology
- Bio-Engineering and Pharmaceuticals

If you are an entrepreneur or represent a company you will definitely benefit from participating at a matchmaking event.

- You can find clients, suppliers, subcontractors and many more...
- interpreters will be at your disposal
- your profile will be widely promoted and published in an online catalogue and a paper catalogue disseminated among participants
- You will be able to participate at an IPR seminar on the 21st of May.
- Free of charge transportation and entrance to China High-Tech Expo 2013

Participants may also benefit from a Malta Enterprise scheme which will part-finance eligible costs related to this event. More details may be obtained from

[info@enterprise-europemalta.com](mailto:info@enterprise-europemalta.com)





# Futurallia Istanbul 2013

## 5-7 JUNE 2013

**Malta-based companies in Malta are invited to participate in an Enterprise Europe Network Matchmaking event due to be held in Istanbul on 5 – 7 June 2013. “Futurallia Istanbul 2013” will gather more than 20 business sectors from 30 countries in Istanbul during these 3 days.**

Discover the enormous opportunities and dynamic business of Turkey. Get a taste of doing business in this magnificent environment. You can meet as many Turkish companies as you like during these 2 days. Experts will be available and ready to assist you with information on entering the Turkish market. You can get all the help you need to position yourself for success!

In the past years, Futurallia was held in France, Canada, Belgium, Poland, Qatar and the USA, and for the first time it has been decided to organise this international event in Istanbul, Turkey. The Malta Enterprise Europe Network is organising a delegation of

companies to attend this event and network with another 40 business delegations from 23 countries that are seeking business cooperation partners.

The main sectors represented at this Matchmaking Event are:

- Automotive
- Machinery & Metallurgy
- Electric & Electronics
- Construction
- Textile & clothing
- Aviation
- Environmental Technologies
- ICT Print Sector
- Food (Agro-Food)
- Furniture
- Logistics
- Health, Cosmetic and Medical products
- Services
- Biotechnology
- Chemical Sector

Futurallia Istanbul is essentially a matchmaking process tailored to your needs and the following are the reasons you should not miss this opportunity!!

- More than 600 attendees gathered in one place- at the hub of trade where Europe, Middle East, Asia and Africa meets
- More than 20 business sectors from over 30 countries
- More than 8000 meetings organized and over 2000 informal meetings
- Up to 16 prescheduled one- to- one meetings, per participant, in 2 days
- A matchmaking process tailored to your needs: identification of your best prospect leads by our team of experts
- Access to a rich network of contacts and international business experts
- And financial assistance to offset your travel and registration costs.

**Please email us on [info@enterprise-europemalta.com](mailto:info@enterprise-europemalta.com) for the full programme and other details**

## Seeking a Maltese Business Partner

The German company Timm Elektronik GmbH develops and manufactures measuring and control-equipment for the petrochemical and chemical industry mainly in Europe. They specialise in the production of explosion proof equipment, which enables the safe loading and unloading of flammable liquids of tank trucks, railway wagons and ships which are typically used in tank farms, refineries and harbours.

The company has been in business for 50 years and is considered to be a market leader for some of the products it produces. More details of the products can be viewed in the company website [www.timm-elektronik.de](http://www.timm-elektronik.de)

The company would like to further its business to Northern Africa as well as to the Near and Middle East and is therefore looking for a business partner located in Malta.

The Maltese partner should be a company that is supplying the petro-chemical and chemical industry (tank farms, refineries, harbours, etc.) with equipment/systems/ engineering services, and is knowledgeable and has experience within the explosion-proof equipment and systems.

Should you be interested in cooperating with this German company, please contact Pierre Theuma [pierre.theuma@maltaenterprise.com](mailto:pierre.theuma@maltaenterprise.com)

# Business Opportunities

## **20130122003**

The Slovenian company is specialised in composition and fitting of electrical and electronic components, machining and manual inserting of standard electronic components, production of printed circuit boards. The company is offering trade intermediary services (as agent, representative or distributor), joint venture, and subcontracting activities as a subcontractor.

## **20121221077**

A Greek company specialising in the production, standardisation and wholesale of wine, requires distributors in the EU and Balkan countries' market for the distribution of its wines. The company is also looking for wine producing companies so that it can distribute their products in the Greek market.

## **20120711045**

A Hungarian company concentrates on the manufacturing and sales of plastic caps and closures for beverage and is now searching for partners for the distribution of their products. They are offering their services as subcontractor/outsourcing partner as well as trade intermediary services.

## **20120706008**

Bulgarian company, specialized in the production, trade and installation of aluminium and PVC windows, insect screens (nets), blinds, security shutters, interior and exterior doors offers subcontracting activities. The company also offers and requests trade intermediary services (representation, distribution etc).

## **20120410013**

French company, winemakers cooperative founded in 1953, producing very high quality Bordeaux wine, is looking for and offering trade intermediary services in Europe. Reciprocal distribution activities are sought.

## **20130118005**

A Slovenian manufacturer of furniture is providing semi-finished products, custom-made furniture, representations for furniture and furniture fittings. The company offers trade intermediary services (as agent, representative or distributor) for Slovenian market and subcontracting activities to foreign contractors.

## **20121113008**

A Turkish manufacturing company specialized in machining, steel construction and machinery production offers and requires distribution services.

## **20120704016**

A Polish company which is a furniture designer and producer with over 30 years of experience is looking for and offering trade intermediary services. The company is looking for joint venture and reciprocal production opportunities and is also ready to act as a subcontractor.

## **20120503023**

Spanish manufacturer of wines is looking for trade intermediary partners (agents, distributors and representatives). Also it is offering distribution services to producers of high quality wines willing to reach Spanish market. Joint venture collaboration is also considered.

## **20120605004**

A Polish company specialised in processing of fruit and vegetables is offering and looking for trade intermediary services.

## **20120316031**

Armenian company, which is involved in beer production, offers and is looking for trade intermediaries (agents, representatives, distributors) willing to find new partners, which are interested in its products and to find new sales markets. Company's production corresponds to the Beer Purity Law standards in Germany. For realization of that goal the company has installed a modern beer production-line in newly built production shop.

## **20120129001**

Croatian company, specialized in production of plastic packaging products for the cosmetic industry, is offering trade intermediary services, joint venture and reciprocal production to potential partners.

## **20120122016**

A Turkish company, currently dealing with office furniture, children furniture, home furniture production from wood, is both offering and requesting reciprocal production, joint venture and trade intermediaries and also requests franchise and subcontracting.

## **20120122009**

A Turkish company manufacturing PVC coated Doors & Cabinets Systems, furniture for kitchen, bathroom and TV offers and requests : trade intermediary and merger or exchange of shares, and reciprocal/ production and subcontracting/ outsourcing.

## **20130204038**

UK Company specialising in the management of Logistical and Supply Chain requirements is offering its transport and logistics services to companies. The company is also offering trade intermediary (distributor) for European companies looking for UK partners.

# Technology Requests

## ICT – GEOGRAPHIC INFORMATION SYSTEM

### Development of software in the field of information systems and databases

12 CZ 0754 30C5

Czech research company develops information systems and databases and provides comprehensive services in information and geo-information technologies. The company realizes complex projects, makes project quotations, supplies data and software, installs key and long-term services and gives consulting support. The company is looking for partners for the development and testing of new information software for geographic and other information system based on ESRI, ERDAS and Open source technology. They would like to be a partner in research projects and are looking for partners for active cooperation.

## ICT – TOURISM

### Innovative software application for business management in tourism sector

10 HR 89GJ 3G8N

Croatian SME has developed an innovative software application related to effective marketing and sales strategies based upon logical and mathematical models with complex calculation of financial transactions within travel

packages and business relationships among service providers (restaurants, hotels, private accommodators etc). The company is looking for partners for further development of the software.

## PHARMACEUTICAL

### Innovative capsules for honey pills

13 LV 58AD 3RSY

Company from Latvia engaged in honey processing for supplements and medication is looking for an innovative material or technology to produce honey pills from high quality biological honey. The company is looking for both material (edible shells) and equipment for production of the honey pills. The company is looking for commercial agreement with technical assistance.

## RENEWABLE ENERGY

### Seeking Innovative Energy Saving and Control Products for Home Automation Systems

12 GB 46P4 3QGJ

An established Scottish company active in the energy control market is seeking innovative energy saving products to include in its product portfolio. Products should be innovative

in their domain and demonstrate clear advantages over standard technology in these areas: Heating controls or thermostats, Time switches, Timers, Energy monitoring devices, Energy control devices for the domestic and commercial markets. The company can assist with development, customisation and commercialisation and offers strong sales routes into the new build, retrofit and home automation / domotics markets in the UK. Products can be stand-alone or modular, capable of integration. The company is open to technical cooperation and commercial agreements with technical assistance.

## EQUIPMENT DESIGN & MANUFACTURING

### Innovative Agricultural Engineering Technology Sought

12 GB 39n3 30J2

A SME based in Northern Ireland requires innovative technology and products to increase efficiency and productivity of machinery involved within the agricultural, forestry and horticulture industry. Joint Venture, license agreements, industrial partners for trials and further development are sought. Offers of mechanical engineered or electronically engineered products are welcome.

# Technology Offers

## AGRICULTURE

13 ES 28G2 3R1V

### Potato plants that are able to tuberize under heat stress conditions and the method to produce them

A Spanish public research organisation has identified and sequenced the potato gene SP6A, orthologue to the Arabidopsis thaliana FLOWERING LOCUS T (FT) gene, and has demonstrated that the gene encodes a protein that acts as the tuberization inducing signal in potato plants. Potato transgenic plants have been generated that are able to tuberize under heat stress conditions (night temperatures above 25°C). Companies interested in licensing the technology are being sought.

## WATER TREATMENT

### Environmentally friendly, patented water treatment system for treatment of scale and corrosion in water pipes and in machines

13 DE 0855 3RS6

A German company offers a new system working against scale and corrosion on a galvanic/electrolytic basis without chemicals for water pipes, machines and applications. It does not soften the water but neutralizes scale and corrosion, cuts costs and is suitable for any type of pipe. It protects metal surfaces, leading to better performance and longer life. It is suitable for private, commercial and industrial applications. Partners are sought for commercial agreements with technical assistance.

## TEXTILES

### Insect Repelling clothing

12 PT 65BN 3Q7I

A Portuguese startup, working in the development of new textiles, has developed an innovative range of clothes that are capable of repelling different types of insects. The textiles treated with repellent compounds are suitable for any person, for military applications, working clothes or casual wearing, uniforms, bed clothes

and underwear. The company is looking for a commercial agreement with technical assistance and technical cooperation with companies that deliver clothes for different types of applications.

## MANUFACTURING – CHEMICALS

### Toll manufacturing of chemical formulations based on metal salts, metal nitrates or metal oxides

13 FR 38n0 3RLJ

A French chemical company, specialized in metal nitrate solutions and crystals, metal salts and specialty oxides, has developed a unique technology to manufacture very homogenous mixed metal oxides. This technology allows to manufacture the oxide mix in one step which gives much better resistance properties for varistors or any high demanding applications. The company seeks partners for technical cooperation to handle new metals, manufacturing, joint-venture agreements or financial resources.

Malta Enterprise offers

# 'ERASMUS FOR YOUNG ENTREPRENEURS'

cross border exchanges for aspiring and established entrepreneurs

Are you thinking of starting your own business, or have you recently done so? Or perhaps you are already running a successful business and would like to expand it to new markets, or get fresh ideas?

Malta Enterprise's European business network and financial support, thanks to the 'Erasmus for Young Entrepreneurs' programme, can help you exchange knowledge and expand your business in the EU.

The 'Erasmus for Young Entrepreneurs' is a EU cross-border exchange programme which gives new or aspiring entrepreneurs the chance to learn from experienced entrepreneurs running small businesses in other countries.

The exchange of experience takes place during a stay - minimum 1 month, maximum 6 months - of the new entrepreneur with the experienced entrepreneur, which helps the new entrepreneur acquire the skills needed to run a small firm. The host entrepreneur benefits from fresh perspectives on his/her business and has the opportunity to cooperate with foreign partners and learn about new markets.

By means of learning with an experienced entrepreneur in another country, start-up entrepreneurs will gain competences and perspectives that will be invaluable during their business start-up phase. The new entrepreneurs, in turn, will use their fresh entrepreneurial spirit, their individual perspective, and the knowledge of their home market and culture as a source of new ideas and a sounding board for the host entrepreneur.

Whether they are new or highly experienced entrepreneurs, the

programme can offer strong added value to the businesses of both host and new entrepreneurs. Possible benefits include exchange of knowledge and experience, networking opportunities across Europe, new commercial relations or markets abroad.

Malta Enterprise can provide practical and financial assistance for a new or aspiring entrepreneur. It provides assistance to find the best match between entrepreneurs, provides training to the new entrepreneur before the start of the exchange and operates as the contact point during

the business exchange. It also provides the EU financial support to the new entrepreneur, which contributes towards the travel, housing and subsistence costs during the stay. Depending on the duration and on the country of the business exchange, the EU financial assistance is calculated based on fixed monthly rates per country.

For more information contact Mr Pedro F. Alvarez at Malta Enterprise by sending an email to [pedro.alvarez@maltaenterprise.com](mailto:pedro.alvarez@maltaenterprise.com) or visit [www.erasmus-entrepreneurs.eu](http://www.erasmus-entrepreneurs.eu).

