

Since 1990, CORBO has published its own newspaper, and since 1991, CORBO has been certified itself.

CORBO, certified since 1991!



Whom does CORBO work for?

Among others, CORBO works for:
Clients in the automotive sector, including:

- importers;
- dealers;
- independent repair and maintenance companies;
- car damage repair companies.

Clients in the sector of transport and logistics, including:

- transport companies;
- forwarding agents;
- logistic service companies;
- shipbrokers.

Clients in the sector of (corporate) services, including:

- brokers and estate agents;
- architects;
- accountants.

Examples of other types of clients include:

- municipalities;
- training centres;
- childcare centres;
- water companies;
- et cetera.

In short, the knowledge and expert skills of the staff of CORBO Organisatie, Advies & Expertise B.V. are highly versatile!

And naturally, we always work on the principle of **'Practical and Pragmatic!'**



The CORBO bulletin is published four times a year for our clients and contacts, presenting topical news on our activities and clients.

In Poland and a number of other new EU Member States, CORBO operates under the name of **CORBO Polska Sp. z o.o.** Similar projects are carried out on the instructions of both Eastern and Western European organizations and (semi) public authorities. Corbo Polska has all the necessary information concerning the subsidy schemes available in these countries!

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CORBO

Organisatie, Advies en Expertise B.V.

Profile

'Practical and Pragmatic'*

Practical:

- 1) relating to daily practice
- 2) convenient

Pragmatic:

With a focus on usefulness

*Source: Van Dale Hedendaags Nederlands (Van Dale Contemporary Dutch)

Care systems and audits

CORBO advises, counsels and provides support in the set-up, implementation and maintenance of care systems based on (internationally recognized) standards. Examples include:

- ISO 9001, quality;
- ISO 14001, environment;
- OHSAS 18001, labour conditions management;
- VCA, safety.

Even sector-specific standards such as HACCP, GMP and SQAS belong to the area of expertise of the CORBO advisers. If so desired, various standards and requirements are integrated in one single system.

As an Expertise Partner of INK, CORBO provides the support of qualified specialists to help organizations to 'learn to excel' based on the INK management model (www.ink.nl) which is based on the EFQM model.

In addition to counselling activities, CORBO engages in conducting quality, environmental and safety audits. This concerns certification and surveillance audits on the instructions of certification authorities, as well as audits on the instructions of, for example, car importers or franchisers with respect to the proper compliance with standards. A number of these standards were developed by CORBO.

CORBO supports more and more clients, on a contract basis, in optimizing their care systems. This support may vary from periodic counselling for the purpose of carrying out analyses and drawing up policy plans, to comprehensive maintenance of the care system, including the performance of internal and supplier audits. The web site www.corbo.nl is often used as medium for communication.



Efficiency and profitability improvement

CORBO specializes in conducting "work sampling" organization surveys within workplaces in the automotive sector. Work sampling, in this respect, is a time study method that is used for detailed recording of the quality of operational functioning in a production environment. In combination with interviews, a work order analysis and an assessment of after sales ratios, the survey leads to a report.

This report reflects the then current leeway or lead position compared to 'the market'. Based on the conclusions in the areas of Organization, Process and Facilities, the client is presented with a clear view on opportunities for improvement. The report may subsequently be presented to various levels within the client's organization.

The recommendations included in the report form the basis for a tailor-made programme of improvement.

Fixed elements include:

- a calculation model;
- coaching.

The calculation model is the tool to measure the effect of the implemented changes! The coaching is aimed at supporting officers in actually implementing the envisioned changes.



Interim management

The after sales department is not directed in line with your views and expectations. Structural changes need to be implemented in the organization, knots have to be cut. Or, in a transitional phase, the workplace must be managed effectively. CORBO has a number of experienced interim managers at its disposal. These managers have won their spurs within after sales organizations of car companies of various sizes. They are available temporarily or for extended periods of time, to dedicate their knowledge and expertise to your company. In this respect, as in all of our other activities, we would like to point out that the specialists deployed on behalf of CORBO are permanently employed in our organization.



Training

Through the years, we have developed a large number of training programmes to complement our counselling activities. These training programmes, which take from half a day up to six days, show extensive focus on day-to-day practice and how to apply the acquired skills and knowledge immediately.

The package comprises general training programmes, including the following areas:

Care systems:

- training programme standard interpretation and set-up of care system ISO 9001:2000;
- training programme on conducting internal audits;
- training programme and workshop Self-evaluation Dutch quality award;
- training programme on the set-up and implementation of a Workplace Health and Safety Care System.

Personnel and organization:

- training programme appraisal interviews;
- training programme performance appraisal interviews;
- training programme change management;
- training programme managerial skills for executive staff.

Specifically for the automotive sector, training programmes and workshops have been developed including the following:

- **Controlling the figures**; a one-day workshop for the (after sales) management of motorcar companies;
- **Reducing the number of recurrent repairs**; a training programme providing a lot of pointers to actually realize this objective;
- **The workplace and its working conditions & The workplace and the environment**; training programmes to raise further consciousness concerning the safety and environmental risks in the daily work situation.

The training programmes and workshops mentioned above are merely examples; CORBO continuously strives to develop new workshops and training programmes. A limited number of training programmes and workshops are offered for 'open enrolment'. The majority of the training programmes and workshops are adjusted to the specific situation of the client and provided in an 'in-company' setting.

Process improvement

The knowledge and skills acquired over the years within CORBO are combined in small-scale and large-scale projects which lead to actual process and result improvements. In outline, the approach consists of the following steps:

- identifying the objective and the area to be surveyed;
 - defining the current situation;
 - defining the desired situation;
 - implementing changes.

Together with the client we will determine the means which should be applied in order to realize the desired changes as efficiently and effectively as possible.

This may vary from counselling activities, in which the CORBO adviser takes on the role of process controller, to the coaching of managers and supervisors, the provision of training or the actual implementation of the desired changes.

