

## 2010 NZIFST Food Industry Awards

### mbar Ltd wins Food Industry service award

24 June, 2010

The New Zealand Institute of Food Science and Technology (NZIFST) last week awarded vacuum pump and blower overhaul specialists mbar Ltd with an Excellence Award for their service of vacuum pumps and blowers within NZs food industry. The annual Awards were established by NZIFST to recognize excellence and leadership in innovation and quality in the New Zealand food industry.

mbar Ltd was presented with the Excellence in Service and Supply Award. This award recognises service suppliers to the food industry and was awarded to mbar based on the service offered to its customers. The judges were looking for examples of exemplary service, reliability and responsiveness, longevity, problem solving, technical knowledge and assistance, complaint resolution and followup, and they made special mention of the web site database developed by mbar Ltd that currently holds records for 1575 pieces of equipment for 145 customers. By offering customers the ability to view online, equipment, service reports and next service/remedial action due reports they can make informed decisions that increase plant reliability and safe guard product.

Paul Vickers was delighted to accept the award on behalf of the mbar Ltd team as it was independent acknowledgement of the service that they have given to the industry over recent years. On the customer database Mr Vickers said, mbar technicians and site engineers can communicate on the same page from different locations regarding our customers equipment requirements and availability. This gives our customers assurance their problems can be remedied quickly because of the easy access to past history.

12 month maintenance plans implemented by mbar Ltd also featured in the judges report. Regular preventative maintenance reduces plant down time as it increases plant reliability. Plant running costs are reduced as equipment is running at optimum efficiency. Commented Mr Vickers.

In March 2010 mbar Ltd conducted a survey of service offered where customers were given a choice of scores from 1, being very poor through to 8 being excellent. The resulting overall average score was 7.3.

Mr Vickers continued, We are very passionate about assisting the NZ Food Industry to be the best in the world, we do this by ensuring the best possible performance is achieved by the vacuum pumps and blowers used during process.