



MASSIVE QUANTUM (Pty) Ltd

Together we can achieve excellence

Introduction

- **Chantal Winnaar** – CEO of Massive Quantum (Pty) Ltd – based in Cape Town, South Africa
- **Business/Entrepreneurial Background:** In 2011 I joined a marketing company which developed incentive programmes for corporate companies, and in 2014 was asked to be a Director of the company. In Sep 2016 I decided to start my business/entrepreneurial journey by joining Massive Quantum as CEO and 51% shareholder. I have a BA degree in Psychology & Communications, and a Diploma in Project Management. Other certificates include; Copywriting, Corporate Governance and Basics to Financial Management. I'm currently doing my PGDip in Management Practices through Henley Business School sponsored by CCBSA.
- **My goal as a business owner** is to upskill as many people as I can, and empower young women.



**WHO IS MASSIVE
QUANTUM?**

About Massive Quantum

- Massive Quantum (MQ) was **founded by Trevor Hendricks in November 2012** to fulfil the production requirements of various industries in South Africa and neighbouring countries.
- Massive Quantum (Pty) Ltd is a **Level 1 B-BBEE** South African based company:
 - ✓ **100% black-owned**
 - ✓ **51% black-women & youth owned**
- Massive Quantum is able to **source, procure and supply chemical raw materials, minerals, and mechanical/engineering products** that comply with the quality, consistency and timeous requirements of our clients.
- Over the years we have built a **highly skilled team** that is experienced and committed to delivering a world class service to our clients and manufacturers/suppliers alike.
- **By combining logistics, sourcing and supply of goods and services**, we are able to **generate cost savings for our clients**
- We service GOV/SOE as well as the private sector within the **Oil & Gas, Mining, Energy, Water and Steel industries.**

Social Responsibility



- At Massive Quantum, **we believe in education** as the main route to improving the economic conditions in South Africa. Massive Quantum recruits students from disadvantaged backgrounds who display a burning desire to improve their standard of living as well as that of their communities.
- These students come from the Technical and Vocational Education and Training (TVET) Colleges. We **train and develop** the skills of these young people with the intention of full-time employment at Massive Quantum.
- The students are trained at the highest level in order to enable them to successfully fill leadership roles, not only at Massive Quantum but at any other organisation.
- **Our goal is to be able to continue giving these students an opportunity to a better future, by hiring two new interns per year.**

Vision, Mission & Values

MQ's Vision: *To be the industry's first choice when it comes to chemical raw materials and mechanical/engineering products.*

MQ's Mission Statement: *Our mission is to provide quality products and services to our customers that add value to their organisation. Massive Quantum (Pty) Ltd will consistently strive to develop and deliver innovative solutions that meet our customers' needs.*

MQ's Values (and Culture):

1. Honesty
2. Accountability
3. Quality
4. Reliability
5. Efficiency
6. Relationships
7. Teamwork



BENEFITS RECEIVED FROM ESD PROGRAMMES

ESD BENEFITS RECEIVED

- Massive Quantum has been fortunate over the years to participate in multiple ESD Programmes offered by our Clients and/or Government:
- **2015-2017: PetroSA 2-year ESD Incubation programme** – aimed at Business Development Training and Mentorship
 - ✓ Business Diagnostic to determine organisational gaps (Quality, HR, Finance, Sales)
 - ✓ Training provided to staff (Analytical Sales Mastery, Professional Skills for Administrators, Time Management and Telephone excellence)
- **2018-2019: Western Cape Government Oil & Gas SD Programme** – aimed at Resources
 - ✓ Upgrading of website and marketing material
 - ✓ Implementation of SHEQ/OHS
 - ✓ Procurement of laptops
 - ✓ Procurement of office equipment – printer/shredder

ESD BENEFITS RECEIVED

- **2018-2019: CCBSA 12-month ESD Programme** – Uncovering Greatness by Barry Mitchell – aimed at business development training
 - ✓ Sales Explosion
 - ✓ Entrepreneurial Foundation
 - ✓ Financial Literacy
 - ✓ Marketing Development
 - ✓ Monthly Accountability and Review sessions
- **2020: CCBSA Advisory Board (6-months)** – conducted by IAAE – aimed at Mentorship & Training
 - ✓ Engaged sessions around all business departments addressing problem areas prohibiting growth
 - ✓ Training provided to staff (Sales Negotiating skills, Personal Mastery & Basic Financial Management course)

ESD BENEFITS RECEIVED

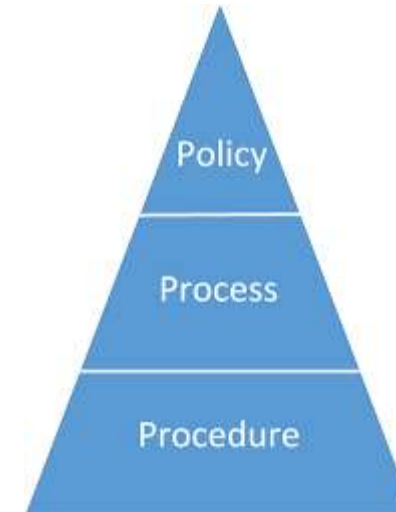
- **2020-2024: CCBSA SME Fund (4-years)** – managed by Edge Growth – aimed at Financial Assistance, Mentorship, Training & Resources
 - ✓ Financial assistance: Capex Loan
 - ✓ Mentorship: Monthly supplier engagement meetings on current state of business
 - ✓ Training/Resources provided: 2020 – Mentor assigned to develop a *Marketing plan* and Sponsored studies for *Basics to Financial Management (UCT)*; 2021 – Mentor assigned to develop a *Turnaround Strategy*; 2022 – Mentor assigned to assist with *HR intervention* (BSC introduced, Recruitment templates & Comms planning)
- **2022: CCBSA Advisory Board (6-months)** – conducted by IAAE – aimed at Mentorship & Training
 - ✓ Engaged sessions around all business departments addressing problem areas prohibiting growth
 - ✓ SAICA ED Financial Excellence & Strategy Review workshop
- **2023-2024: CCBSA ESD (1-year)** – Post Graduate Diploma in Management Practice through Henley Business School – aimed at Training

ESD CONTRIBUTION TO BUSINESS GROWTH & DEVELOPMENT

ESD CONTRIBUTION TO OUR GROWTH & DEVELOPMENT

- Our active participation on these ESD programmes have contributed in the following ways to our business growth and development:
 - ✓ We are **ISO 9001:2015** certified since August 2018
 - ✓ We have **broadened our knowledge on SHEQ** requirements making us more equipped to handle customer safety requirements
 - ✓ We have **implemented various internal policies and processes** which were non-existent prior to our ESD engagements e.g. HR management system, Sales CRM which assists in tracking of sales and projects
 - ✓ We have been able to **broaden our network and gain access to opportunities** (training, clients, etc)
 - ✓ We have **grown our staff compliment** by 10-15% per annum during the last 5 years
 - ✓ The training and mentorship received over the years, has personally grown me as a leader within my business making me **more equipped to run my business**
 - ✓ The **Finance assistance** we received in 2020 **has allowed us to focus on our growth and execution of sales orders** as well as set us on a path to our financial and operational independence

ESD CONTRIBUTION TO OUR GROWTH & DEVELOPMENT



SABS
ISO 9001

LESSONS LEARNED & BEST PRACTICES

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- The **implementation of policies and processes** has really shaped the way we operate/run the business. It has also assisted with **how we roll-out strategy** within the organisation and keep all staff aligned to the **business objectives**.
- The development of our **internal CRM system**, has helped us move away from a lot of manual ways of doing things and has become a huge data source for us (**we can access and compile sales data quicker than before and are constantly making updates to the system**).
- The implementation of our ISO 9001:2015 has made us **aware of possible risks and identify opportunities**. It has also taught us how to **mitigate risks, and address non-conformities** within our business.
- **Staying abreast of cashflow** needs by implementing and maintaining regular cashflow forecasting's

LESSONS LEARNED & BEST PRACTICES

- **Budgeting and planning** has also become key within our organisation, which 5+ years ago we were not doing regularly enough. Based on the training received through the various ESD programmes, we have become better and stricter where budgeting is concerned.
- **Regular review of the financial statements and overall business performance** to address shortcomings immediately rather than at the end of each Financial Year.
- **Hiring a mix of skilled and non-skilled staff** has also proved beneficial for us, while still being able to uphold our social responsibility
- Mindset shift from working in the business to **working on the business** – as it's very easy to get carried away with the day-to-day business operations

CHALLENGES AS AN ESD BENEFICIARY

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- **Our major challenges as an ESD Beneficiary:**

- ✓ ESD programmes are mainly focused on the business owner/s and seldom look at developing the employees within the SMME
- ✓ Not always working with a mentor or service provider who understands my business
- ✓ Working with specialists/service providers who create high-level documentation for my business and do not teach during the process on how to update or re-create the document/s for future re-use purposes (*most of them handover the final document, and not the “how to” document*)
- ✓ Not always using service providers who are affordable to continue the journey with the SMME after the ESD programme has ended
- ✓ Not always having the time to implement ESD programme learnings
- ✓ No after ESD programme support / check-ins (*most of the programmes/engagements do not do any check-ins once the programme has ended*)
- ✓ Interest applied on ESD loans which eats into business profits

FUTURE PLANS FOR SUSTAINING GROWTH

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- **While we still have a lot more growing to do, our future plans are:**
 - ✓ To obtain bigger office premises
 - ✓ To recruit more talent
 - ✓ To grow our service offering
 - ✓ To increase our private sector clientele
 - ✓ To improve our customer experience
 - ✓ To improve customer retention
 - ✓ Develop leaders within our organisation
 - ✓ Continue streamlining core business processes
 - ✓ To gain financial and operational independence
 - ✓ To continue embarking on new learning opportunities that will aid our growth

THANK YOU



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