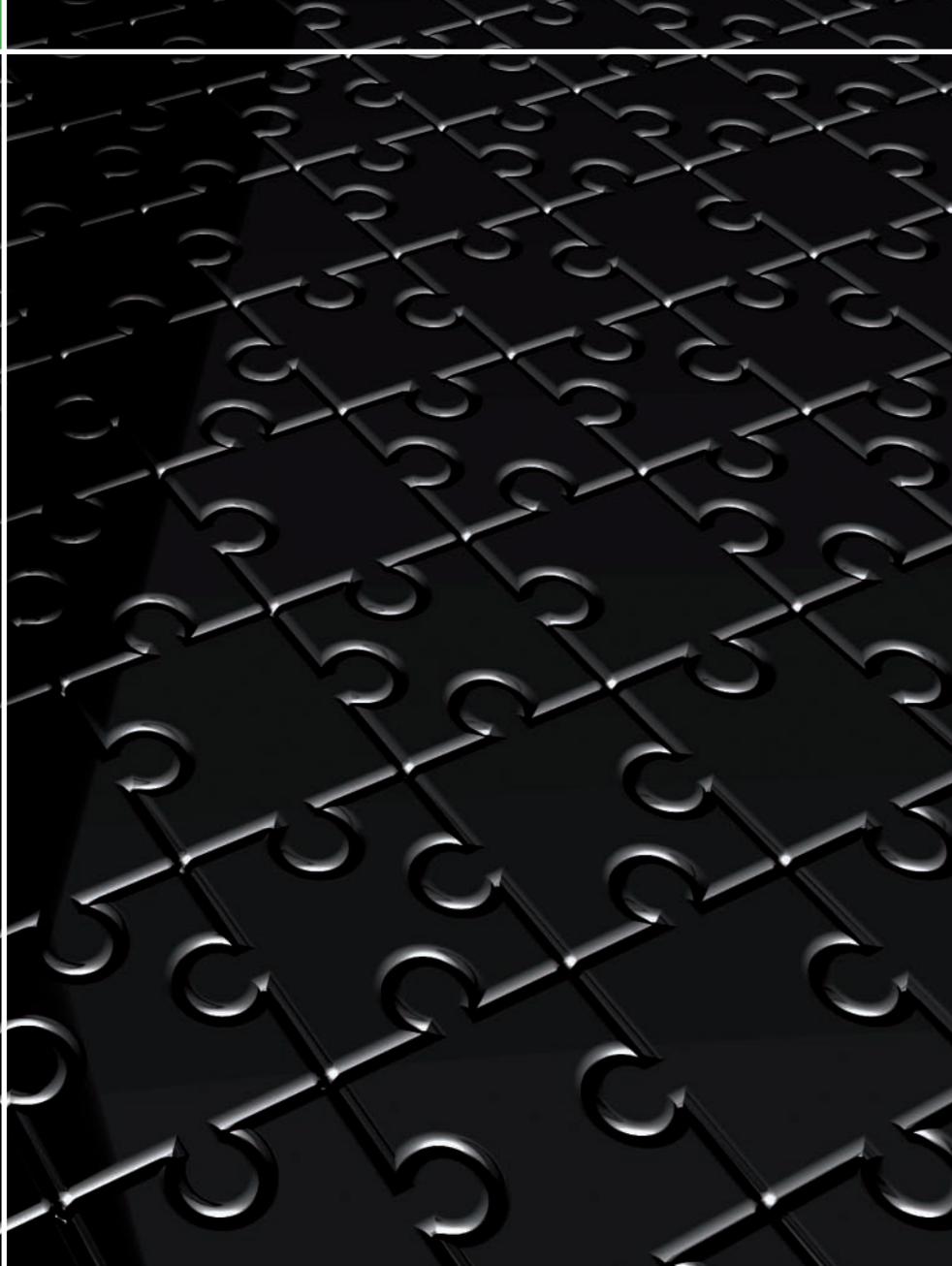




Black & White Engineering Solutions Pty Ltd



Finding product management a **puzzle** your company lacks the resources or expertise to solve?

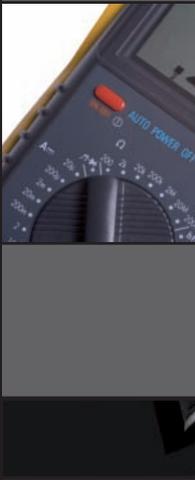
clear SOLUTIONS

Black & White Engineering Solutions Pty Limited (BWES) was formed in 2000 to provide comprehensive technical support to manufacturers, importers, exporters, testing laboratories, consumers and regulators in the appliance and equipment industries

Founded by two consulting engineers, the company has grown to become a leader in its field by offering its clients, both in Australia and overseas, clear solutions and services. The company was registered as a proprietary limited company in 2002 and moved to its current location in the demographic heart of Sydney the same year. Today, BWES has expanded its team to include a highly experienced mechanical engineer, gas certification expert, dedicated project manager, competent marketing professional and customer service personnel.

BWES's service philosophy is founded on the recognition that the success of companies within the manufacturing and importation industries hinges on their ability to successfully release innovative products to the marketplace which meet consumer requirements, comply with local regulations and have adequate post-sales support. Managing the life cycle of a product from 'cradle to grave' can be both challenging and complex, and involves many interrelated processes such as extensive technical evaluation, testing, pre-shipment inspections, liaison with regulatory bodies and organization of warranty repairs. Many companies lack the internal expertise to successfully undertake and manage each of the processes involved and are thus reliant on external assistance to ensure their products move smoothly through each phase of the life cycle.

BWES's goal is thus to provide clear solutions to the specific product management requirements of manufacturers and importers and in doing so help contribute to their success.



CREDENTIALS & EXPERIENCE

Whether your company requires a complete turnkey solution for its product management processes or expert assistance with a specific issue, BWES has the experience and infrastructure needed to provide the clear solution to your needs.

Credentials and Experience

BWES has a team of highly qualified engineers and support staff who work together to ensure clients meet Australian or International standards and comply with local regulations. With staff that have over 60 years experience in electrical engineering and an extensive background in manufacturing, the team's commitment to and involvement in the industry extends to:

- Membership of NSW Australian Standards Committee and Chairmanship of a Sub-Committee thereof
- Membership of the Australian Industry Group and attendance at its Electric Appliances & Accessories Forum
- Representing the Electrical Industry at Australian & New Zealand Standards EL/2
- Representing Australia at the IECTC61 meeting for international standards
- Representing Australia as the country's Lead Delegate on the IEC Committee



Complimenting the qualifications and experience of its staff members, are BWES's associations with renowned local and international affiliates and testing laboratories, which enable the company to provide a full complement of services to its clients. These partnerships extend the company's capacity to provide, amongst other services, certified testing to Australian and International standards, rework and refurbishment of warranty returns, and pre-shipment inspections in Hong Kong and China.

To further support its clients, BWES has also made the strategic decision to locate its head office in the demographic centre of Sydney, and established a satellite office in Hong Kong, allowing it to improve its factory and pre-shipment inspection service.

'BWES has the infrastructure and expertise to provide the clear solution to your product management and engineering puzzle'



OUR GOAL

To create a strong and secure infrastructure that will enable our staff to develop and provide clear solutions to our clients' requirements that exceed their expectations.

OUR STRATEGY

To achieve our mission we will develop our staff and grow our comprehensive technical support network within the electrical industry.

This will enable us to build a strong infrastructure which will enable our clients to develop a relationship of trust with our company, and recognize BWES as the preferred supplier to do business with.

Service Overview

Through this balance of technical abilities, productive partnerships and effective infrastructure, BWES are able to provide an extensive service offering to its clients, encompassing most aspects of the product management process including:

- New product development
- Appraisal and re-engineering of products
- Product approvals coordination (SAA, CE, UL)
- EMC (C-Tick) Compliance
- WELS, WaterMark and Energy Efficiency (MEPS) Compliance
- Coordination of gas appliance/component testing and certification
- Analysis and evaluation of technical document
- Creation and deployment of quality control specifications
- Factory and pre-shipment inspections in Asia-Pacific region
- Rework and refurbishment of products
- Coordination of product recall programs
- Product failure analysis and insurance investigations
- Marketing services including product labeling and packaging

partner
IN PRODUCT
MANAGEMENT



committed TO YOU

Corporate Governance

Commitment to Excellence

Currently BWES is strongly positioned in the market place due to widespread local and international support and a reputation for providing a professionally tailored service. BWES works with many leading brand names, and supports overseas companies based in Asia Pacific and New Zealand. Key to the company's success is its commitment to its confidentiality and conflict of interest policies which are aimed at inspiring confidence in BWES's customer's and associates that they will be provided with services which add value whilst maintaining confidentiality. In line with BWES's overall mission, the company strives to add value to its customer's businesses and recognizes that maintaining confidentiality and operating with the utmost integrity are paramount in achieving this.

BWES has a strong history of commitment to the development of Australian and International Standards and is dedicated to ensuring they represent what is best for both Australian Industry and for the consumer. By volunteering company time to participation in meetings and to the investigation of faulty products, BWES ensures its staff keep abreast of the latest developments in the industry, and gain valuable experience in product assessment. This in turn enables the company to assist both its clients, and the industry as a whole, in developing safer products for the Australian consumer.

As BWES is relationship driven and prides itself in applying the highest level of business ethics and values, you can be assured that we will take the time to understand your needs, and deliver a personalized, viable and efficient solution to your business. Whether your company is searching for the answer to a specific concern, or requires a business partner to provide long-term support, BWES will help you find the clear solution to meet your product management needs.

To learn more about how BWES can help your business success call (612) 9773 7000 today to arrange your obligation free appointment.



MOVING FORWARD

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providing the
clear solution
to your product management puzzle

