



POSITION DESCRIPTION

Job Title: Installer	Date updated:
Incumbent:	Signature of incumbent:
Division: Kitchen and Bathroom cabinets	Signature of team leader:

1. PRIMARY OBJECTIVE

To ensure the efficient and professional installation of Pridex Kitchens in accordance with installation schedules and manuals to specified quality standards achieving optimum efficiency within budgetary constraints to meet customer expectations whilst maintaining D.I.F.O.T.I.S.

2. PRINCIPAL ACCOUNTABILITIES – (Approximate % of time spent next to each accountability)

2.1 Installation (84%)				
ACCOUNTABILITIES	MEASUREMENT CRITERIA	STANDARDS		
		Minimally Successful	Fully Successful	Exceeds Fully Successful
Take/check delivery on site of cabinets and kitchen components promptly communicating any shortages	Complete kitchens received allowing for completeness of installation	95% time frame meet	100% time frame meet with minimal damage or rework.	100% time frame meet with no damage or rework.
Install cabinets on site in line with the accompanied kitchen design and plan promptly attending to remedials ensuring work completed to customer satisfaction and Pridex standard	Kitchen Installs completed within the time frames and customers expectations	95% time frame meet	100% time frame meet with minimal damage or rework.	100% time frame meet with no damage or rework.
All fitting and finishing work that may be required to complete installation.	Innovativeness to foresee fitting issues and solve them prior to them being a problem.	Beading to complete installation.	Correctly fitted kitchens with optimum finish.	Correctly fitted kitchens with optimum finish with no remedial or rework.
Tidy Work areas leaving clean and presentable	Care and pride in work and showing concern for customers homes/offices/work areas	Clear away all evidence of working	Clear away all evidence of working cleaning up afterwards	Leaving spotless finished product

Liaise with Customers and Manager all progress at end of each day filling in any forms as necessary.	Feed back of information.	Manager informed of progress.	Manager and customer informed of progress.	Manager and customer informed of progress as well as completion time frame identified.
Punctuality both at work and in arriving on customer sites	Reliability and concern for company image	95% time frame met	100% timeframe met	100% timeframe met with positive customer feedback
Reliability	Reliability and dependability	All leave entitlements used annually.	25% leave entitlements used	Minimal leave and stands out as a reliable team member to their manager.
Professional use of company vehicles	Presentation of vehicles and reputation from road user comments.	Vehicle cleaned weekly, tools well laid out and no negative feed back.	Vehicle cleaned weekly, tools well laid out and kept tidy, no negative feed back.	Vehicle cleaned as required, kept tidy, tools well laid out and no negative feed back.

2.2 Quality (10%)

ACCOUNTABILITIES	MEASUREMENT CRITERIA	STANDARDS		
		Minimally Successful	Fully Successful	Exceeds Fully Successful
Ensure that all products are installed to specification meeting D.I.F.O.T.I.S.	Feedback regarding quality from customers/installers	<10 per month	<5 per month	<2 per month
Ensures that all tasks are carried out in a manner consistent with the requirements of ISO and with the procedures laid down in the relevant Standards of Operating Procedure (SOP's) and The New Zealand Standards.	Compliance with ISO, SOPs documented and NZ Standards	> 10 non-conformances noted	> 10 non-conformances noted	> 10 non-conformances noted
Feedback with view of continuous improvement	Being conscious of areas that can be improved e.g. in design, production customer handling	1 suggestion per month	3 suggestions per month	5 suggestions per month
Ensure compliance with company policies and safety standards	Incidents of non compliance	More than 5 per month	Between 2 and 5 per month	Less than 2 per month

2.3 Human Resources (2%)

ACCOUNTABILITIES	MEASUREMENT CRITERIA	STANDARDS		
		Minimally Successful	Fully Successful	Exceeds Fully Successful
Fostering teamwork	Team Morale	Best Places to Work >50%	Best Places to Work >70%	Best Places to Work >80%
Advising on and meeting training needs as appropriate	Training gaps highlighted and necessary training suggested/requested	1 suggestion per review	3 suggestions per review period	Continuous suggestions as needs is seen to arise
Fostering an environment where ideas can be generated	Proactive approach to problems (attacking problems NOT people)	Identifying benefits to be gained through team work and training	Identifying and suggesting benefits to be gained through team work and training	Actively partaking in team building both as a trainer and trainee
Ensuring contracted conditions of employment are adhered to	Knowing what these are and abiding by them	90% of time following procedure in any given circumstance	95% of time following procedure in any given circumstance	100% of time following procedure in any given circumstance
Recommending staff for additional encouragement	Need to be aware of team members	90% of time tracing problems that have occurred and suggesting solutions	95% of time tracing problems that have occurred and suggesting solutions	100% of time tracing problems that have occurred and suggesting solutions

2.4 Safety Health and Environment (4%)

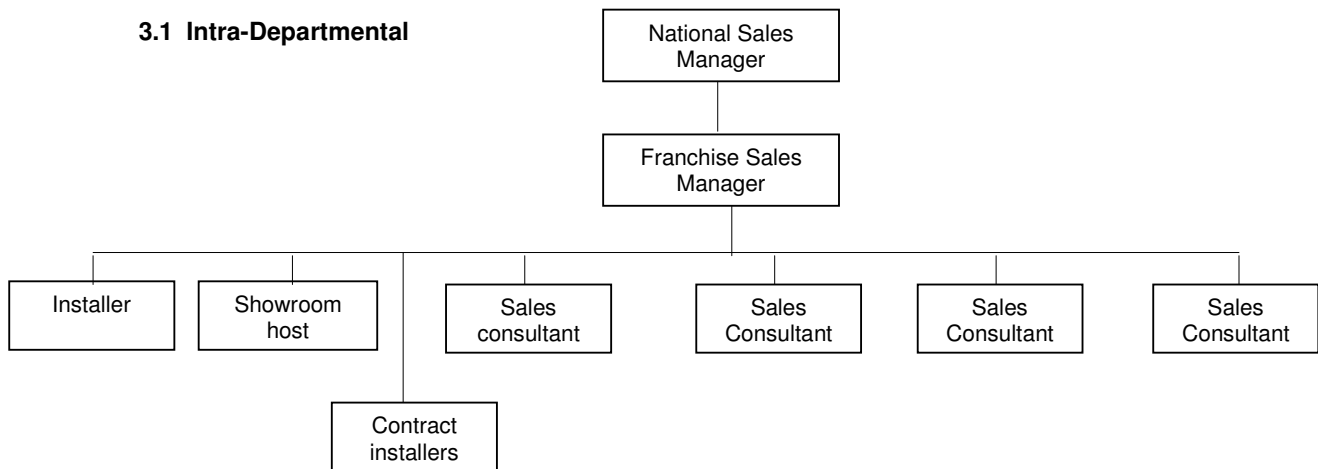
ACCOUNTABILITIES	MEASUREMENT CRITERIA	STANDARDS		
		Minimally Successful	Fully Successful	Exceeds Fully Successful
Maintaining high standards of housekeeping	Area inspections and internal S H & E audits	Audit score of 50%	Audit score of 75%	Audit score of 100%
Attending S H & E and GMP/ISO training sessions	Attendance records	1 training session attended per year	2 training sessions attended per year	All available training sessions attended
Reporting all incidents (hazards, accidents, occupational illnesses)	Incident reports	All incidents reported	All incidents reported, investigated and actions taken within 90 days	All incidents reported, investigated and actions taken within 30 days
Undergoing occupational health monitoring as required by the company's health procedures	Meetings with OH Nurse	Meet with OH Nurse as required	Meet with OH Nurse as required	Meet with OH Nurse as required

2.5 Safety Health and Environment (4%)

ACCOUNTABILITIES	MEASUREMENT CRITERIA	STANDARDS		
		Minimally Successful	Fully Successful	Exceeds Fully Successful
Carry Out regular Tool Maintenance as required in specifications.	Break downs less than	5% down time	2% down time	1% down time
Store tools correctly and neatly	Neat working environment to be maintained allowing efficient and effective work methods	90% inspection pass	95% inspection pass	100% inspection pass
Hand tool upkeep	Advise supervisor of any foreseeable problems	Advise as necessary	Advise as necessary	Advise as necessary

ORGANISATIONAL RELATIONSHIPS

3.1 Intra-Departmental



3.2 Cross - Functional (i.e. important working relationships)

- Sales Manager
- Sales Consultant
- Showroom Host
- Customers

3. OPERATING ENVIRONMENT

It is important that the incumbent fully understands how the Position fits within the wider company. In brief, it is necessary to be fully conversant with the following:

Vision of the company

“To lead the NZ kitchen industry by being both the employer and supplier of choice”.

Mission of the Company

“Creating better lifestyles for our customers by providing fashionable, well designed, functional kitchens at affordable prices”

A brief history of the Company

Pridex Kitchens has been designing, manufacturing, selling and installing kitchens since 1982. From the outset, a vital difference from other kitchen manufacturers has been the clear vision held by management of the future, the company's potential and the actions required to achieve sustainable and successful growth.

Over the years this vision has resulted in a number of moves to larger and larger manufacturing premises as Pridex continued to invest heavily in developing new markets, improving production facilities and investing in human resources to support the company's growth strategy.

This growth strategy resulted in the development of a franchise model in anticipation of widespread growth in Pridex's representation across New Zealand. As part of developing this growth strategy nationally, in 2008 the company added a Christchurch kitchen manufacturing plant to enhance its ability to service our South Island customers via the growing national franchise network.

As of July 2009 the franchise network consists of North Island showrooms in East Tamaki, Palmerston North, in the Wellington CBD, in Upper Hutt and in the South Island in Christchurch. Further franchised showrooms will open in Kapiti, Tauranga, Whangarei, Napier, New Plymouth, Dunedin, Invercargill and Marlborough during 2009.

Background to Pridex's products

Historically, kitchens manufactured have been custom designed to individual customer specification. The process of custom making kitchens has a number of advantages and disadvantages in comparison to manufacturing standard products, such as office furniture.

Pridex Kitchens currently supplies three main kitchen markets, notably the construction industry, the retail market (largely based on renovations) and the big box retailers, notably Mitre 10 and Carters. The construction market is important to the company as although the margins are tighter than the end user market, the potential for high volume production runs and the associated benefits, provide a very important volume and cash flow base.

On the other hand, the retail market is a more fussy market but with slightly higher returns. Marketing via this channel is centered on the national franchise strategy

Requirements of the position

The installer is a critical part of a team that will assist PINZ Ltd and Franchises to achieve all round "Excellence" awards. On a daily basis the installer will facilitate the installation of kitchens to the highest of standards in the finishing stages of a very important customer relationship.

An enthusiastic commitment to the philosophy of "Continuous Improvement" and Customer Service" is therefore vital as is the recognition of the importance of both internal and external customers to the business.

To support the production and installation process, Pridex embraces the use of modern technology and IT systems amongst other "Best Practices" gradually being introduced. The incumbent needs to be fully committed to the use of these systems as they are integral to the success of the position.

Further details of the Group and their associated products can be obtained from the website at www.pridex.co.nz.

On this website can be found documents detailing why Pridex is widely regarded both as a "Employer of Choice" and a "Supplier of Choice" in the kitchen manufacturing industry as well as Pridex's "Core Values"

5. SKILLS AND EXPERIENCE FOR THE JOB

5.1

SKILLS	COMPETENCY LEVEL
Effective communication skills	High
Quality conscience	Advanced
Initiative	Above average
Team player	High
Power tool knowledge	High
Hand tool knowledge	High

5.2

ESSENTIAL EXPERIENCE REQUIRED	DESIRABLE EXPERIENCE REQUIRED
Kitchen Joinery knowledge	Wood Working machinery
	First Aid officer
	Spray painting

6. CORE COMPETENCIES

Fuller explanation of the meaning of core competencies are available on our website at www.pridex.co.nz under Recruitment. Below is a summary of the competencies required.

Core Competencies Required For Position	STANDARD DEFINITION
B7 Tenacity	Repeated and enduring efforts to overcome obstacles and/or complete tasks
D1 Initiative	Engage in proactive behaviour, seeking opportunities
D5 Concern for Standards	Pursuing excellence in line with organisational ideals and values
A4 Analytical Thinking	Logically breaking problems down into their essential elements; carrying out diagnosis and developing solutions.
B8 Thoroughness	Seeking competencies and accuracy

7. AUTHORITY AND DIMENSIONS

7.1 AUTHORITY

7.1.1 Personally Authorise

Safety procedures

7.1.2 Discuss With Department supervisor

Ongoing Industry and company training
Changes to installation procedures

7.1.3 Recommend action to my team leader

Changes to Human Resource practices and procedures
Improvements to installation procedures.
Recommendations as observed while working e.g Design issues

Typical examples of planning future activities.

- **Day by Day**

Improving installation operations and planning procedures.
Communication of installation delays to Department supervisor.

- **Quarterly, Semi quarterly and Monthly**

Meet performance and quality demands
Meeting of target deadlines.
Increasing daily productivity output.

7.2. DIMENSIONS

7.2.1 Personnel Dimensions

Self

8. CHALLENGE OF THE POSITION AND PROBLEM SOLVING

8.1 Major challenges

Ensuring installations completed with 100% DIFOTIS

8.2 Typical Problems

Changes to scheduled dates
Quality and trueness of buildings, on site.
Compliance with Safety, Health and Environmental standards

This Position Description fully represents the Position and the Accountabilities as they stand as at the date of signature. I fully understand the requirements of each "Accountability", the "Measurement Criteria" and the "Standards" and how they will be used in my regular "Performance and Development Review

Signed _____

Date _____