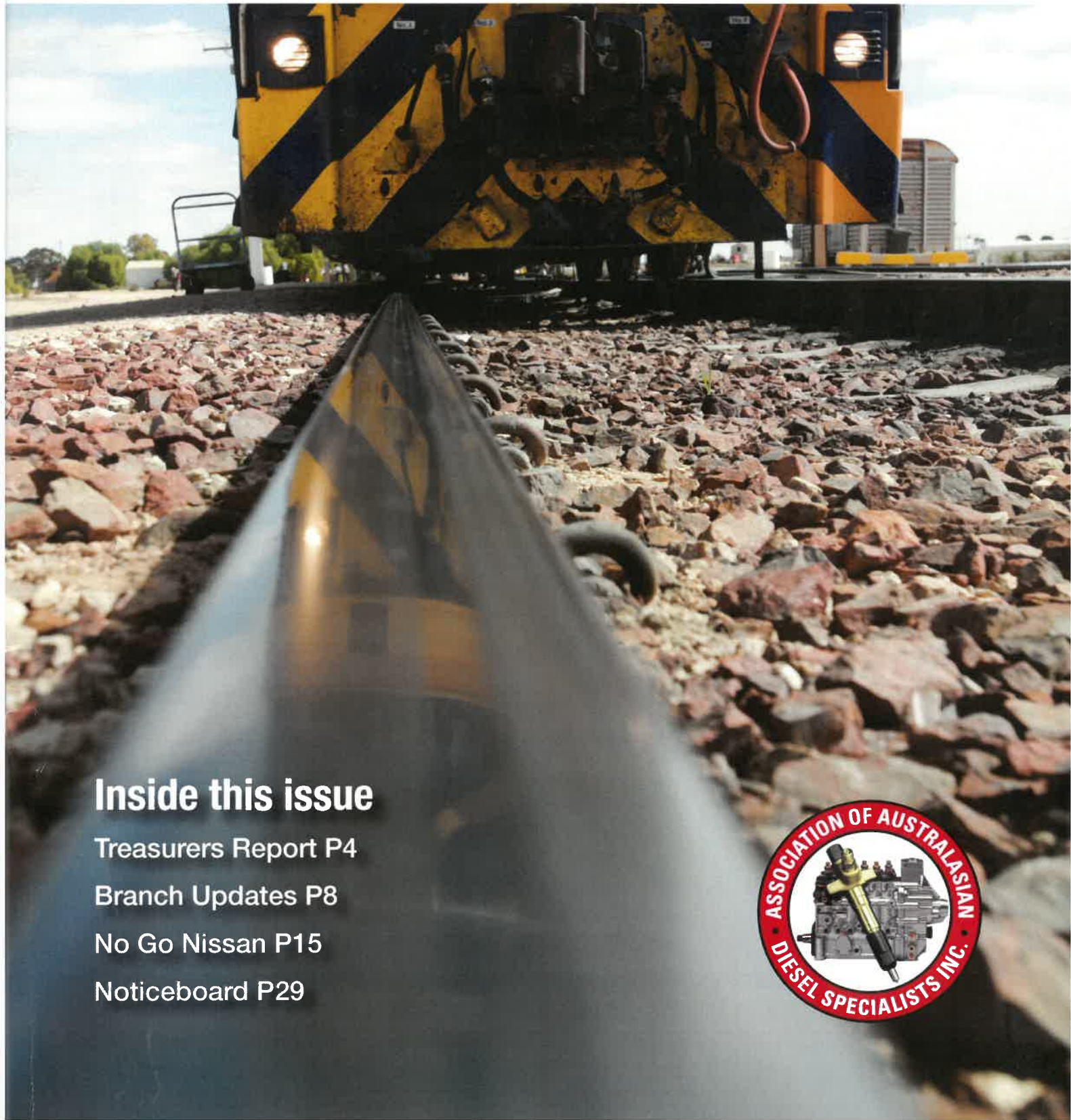


ISSUE 99: SEPTEMBER 2009

# DIESEL TORQUE

OFFICIAL MAGAZINE OF THE ASSOCIATION OF AUSTRALASIAN DIESEL SPECIALISTS INC. (AADS)



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Technical information contained in this magazine is obtained from sources deemed reliable within the industry. However, AADS accepts no responsibility for the accuracy of this information.

## President's Report



For reasons I cannot remember, I have for many years maintained a "bucket list." I used to refer to it as a to do list but the movie "The Bucket List" came out. My list is actually a little red note book of things I would like to do, achieve

try and re-do, before I die. It's not exactly an original idea, keeping such a list, but over the years I have completed many items and am constantly adding more. Some items require time, patience and money such as travel destinations and I am forced to work harder to achieve my goals. And some goals are beyond my reach due to circumstances beyond my control.

One such goal is my desire to travel extensively through the centre of Australia. I am sure that over time I will get this done. Not quite sure why I want to do it but it is on the list.

Since the last report, Victoria and Western Australia have held meetings, and from what has been passed to me, these have both been great shows. I would like to pass on a big thank you to those that were involved in putting these meetings together. I know that our members love to get together and talk about the things that they have in common.

We are working on a venue for the Convention for next year. One thing I can tell you is that we will not be going to Tasmania. We will be in one of the cities on the eastern sea board at this stage and we are looking at May to run this event.

We have also been working on the rules. We have been trying to get these to be more user friendly and more up to date with the members that we have today. This will take some time as it is a bit of a mine field to cover all the bases.

I hope all your workshops are busy and you are all looking forward to summer.

**Mike Hurley**  
President

# DIESEL TORQUE

OFFICIAL MAGAZINE OF THE ASSOCIATION OF AUSTRALASIAN DIESEL SPECIALISTS INC. (AADS)

## Editorials Required

Diesel Torque is your magazine. Currently most articles are submitted by your respective State Chairman and members of the National Committee.

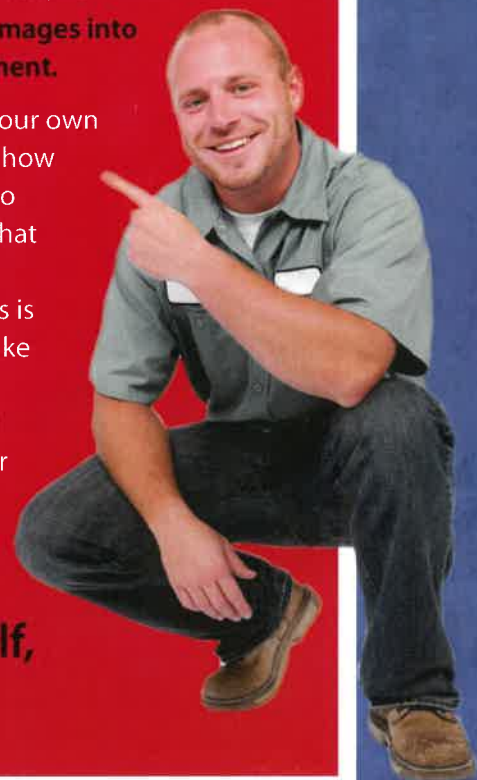
We would encourage the members to submit any articles of interest that everyone would enjoy reading. It does not necessarily have to be technical, diesel or turbo oriented. We are looking for articles of interest across the board to all who read our magazine. Write an article of interest, find an article that you think would help others and submit it to your State Chairman for publication.

- All submissions can be sent to the following email address [aads@apcaust.com.au](mailto:aads@apcaust.com.au)
- All pictures should be sent separate from text, preferably in jpg format and all articles written in Word.

**Do not embed images into the word document.**

Help yourselves to your own magazine and think how you can contribute to make it something that is of interest to your fellow members. This is your association, make it a success. We look forward to receiving your contribution for the next publication in 2009.

**Help Yourself,  
Its Yours.**





## Treasurer's Report



At the time of writing this we are waiting on the final report for our 2009 Conference held at Royal Pines Resort on the Gold Coast in May. The report is being prepared by Conference Action, the event organisers, and will include a

financial summary for the event. The report will go to the Board for consideration and then should be published in the next edition of Diesel Torque.

Members should have received their invoice for the 2009/2010 membership subscriptions which are now due – if you haven't received your invoice please contact Karen at the Secretariat on 02 9431 8685 or aads@apcaust.com.au as soon as possible to confirm your contact details and obtain another copy. In fact, many members have already paid their subs – thank you to those members!! Annual subscriptions are the life blood of our Association's cash flow so please assist us by paying your subs as soon as possible if you have not already done so. Please don't forget to identify yourself when making a payment to make sure the payment is allocated against the correct member!!

We have started a new system for the payment of subs by our New Zealand members this year whereby the payment amounts have been fixed in NZ\$ and can be paid in New Zealand. I hope this has made the payment easier and eliminated some of the issues of currency conversions? Thank you very much to David Kite and Kevin Morris for facilitating this for us.

We have made a couple of changes – hopefully improvements? – to the way we carry out our financial activities. Early in the year we established a fixed term deposit for some of our reserve funds – interest rates are pretty lousy at the moment but at least we are earning something on these funds. The term deposit rolls over at the end of the year so we may have the opportunity to get a better rate then? We have also moved to online payments wherever possible. Our signatories are scattered all over Australasia so it makes much more sense – and is cheaper – to obtain our account payment approvals and pay our accounts online.

Please don't forget to view the AADS web site [www.aads.com.au](http://www.aads.com.au) regularly. The more you use it and comment and ask for content and changes the better it will become!! Most importantly, please check your

membership contact details on the web site to make sure they are correct and always up to date. You have paid for the web site and it is a valuable e-marketing tool for your business – make the most of it!!!

Please do not hesitate to contact me if you have any questions about the AADS finances.

**Bruce Moffat**

National Treasurer, AADS Inc.

### Common Rail & Electronic Diesel Diagnostic Training



The sale of diesel vehicles in Australia has risen significantly in 2009 and will continue to rise in line with European trends where almost 50% of vehicles on the road are diesel powered. How are you positioned to ensure you or your business handle this trend? Diesel Centre Gold Coast has introduced a 1 day program designed to enhance the knowledge and understanding of diesel fuel injection which is suitable for all levels of users.

**The program will cover:**

- Typical fuel system components
- Typical electrical circuit components
- Typical circuit wiring diagrams
- Systems operation sensors and actuators
- System fault diagnosis using the latest

Date: Saturday, 31 October 2009

Time: 8:30am – 4:30pm

Fee: \$290.00 OR \$500 for two  
(includes refreshments and lunch)

Venue: Diesel Centre Gold Coast,  
10 Bailey Crs, Southport Qld 4215

**To book call Clinton Brett**

**Tel: (07) 5532 5427**

**Fax: (07) 5532 2623**

**Email: [dieselcentregc@bigpond.com](mailto:dieselcentregc@bigpond.com)**

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## OFFICIAL AUSTRALIAN RAPID AND SIEMENS VDO DISTRIBUTORS





GAS Tank Located behind this cover

## An Australian Designed – GAS Injection System for Diesel Engines Revolutionises Green Fuel Market Place

An Australian-designed gas additive system is saving thousands of dollars per week off the fuel bills of their customers, its inventors claim.

**Green Fuel Systems International (GFSI)** is the developer of the now renowned Dual Phase Induction System which introduces a combustible gas into the air intake of diesel engines to improve the diesel combustion process.

Until very recently Green Fuel Systems International (GFSI) claimed that their Dual Phase Induction process was the safest method of getting a combustible gas into the combustion chamber.

GFSI Senior Engineer Mark Kilburn said the process of inducting gas into the engines' air stream results in a number of efficiencies, including fuel-cost savings, increased torque and horsepower, lower emissions and reduced engine wear. Mr Kilburn said, "Gas has a faster burn rate than diesel, so when introduced to the combustion process helps diesel burn more efficiently than normal. Diesel engines are typically

only 75-80% efficient, meaning 20-25% of diesel fuel is passed through the exhaust system unburnt. Gas assists the diesel fuel combustion process thereby overall increasing diesel combustion efficiency to nearly 100%."

However, like all great research and design companies GFSI was not about to sit back and admire their previous efforts. Instead they went straight back to work on an even more efficient system, appropriately named the Dual Phase Injection System.

Injection rather than induction of a combustible gas has been inherently problematic. The main difference between the two processes is one system uses the vacuum created by engine load demand to draw air into the combustion chamber. The other system injects gas directly into the manifold as required by load.

It is understood that the induction process allows the gas to fully blend with the incoming air prior to entering the combustion chamber. The same cannot be said for the process of injection as it has little way of mixing fully due the location of the gas injectors.

It is widely known that engines can suffer damage including pitting, hotspots or cracked pistons due to the direct injection of gas into the manifold as the injected gas is unable to completely mix with the incoming air which is commonly known as 'gas streaming'. Basically the combustion area can have pockets of gas that are at a very high level of concentration.

It is also very possible to have other areas within the chamber that will have a very lean concentration of gas. Engines may also suffer damage from a faulty gas injector causing an imbalance to the engine's combustion process.

Over the last couple of years GFSI have been working to overcome the problems that faced anyone who had attempted injection in the past.

After two years of research and development, the talented team of engineers at GFSI claim they have now solved every issue that had previously hindered the gas injection community.

Mr Kilburn stated, "We not only now have the world's best induction system, we also have the world's most advanced, reliable and safest injection system currently available for diesel engines of any size."

If the past is anything to go by GFSI does not make statements like that unless they truly believe the product is capable of surpassing their claims.

One of GFSI's earliest clients, AT Clarke & Daughters

Pty Ltd has been taking advantage of the Induction System's fuel cost savings for quite a while although now Managing Director Allan Clarke is now eagerly awaiting the fitment of his first GFSI injection system.

Mr Clarke said, "After trialing the GFSI Induction System for six months on a Kenworth 604 I will continue to have all my trucks fitted with a GFSI system. I'm not only impressed with the results but also the after sales service this company offers."

Mr Kilburn said, "Although AT Clarke & Daughters has been a fantastic client and truly supports our product we believe that the new injection system will revolutionise even Alan Clarke's view on what is a great product."

"Many including Mr Clarke who have been using our system are going to find out just how much better we can do. It will not only perform better than any other gas additive system in the entire world by saving larger amounts off their fuel bills, it will be unsurpassed for its safety and its ability to even further reduce green house gas exhaust emissions."

Once again we see an Australian company leading the world in research and design of alternative fuel products and processes. If there second diesel gas system is, as they claim, better than their first then they are indeed on a winner.

GFSI systems are always powered by the expertise of its sister company CSMU Technologies Pty Ltd

More information can be obtained from their website [www.gfsi.com.au](http://www.gfsi.com.au) or by phoning CSMU Technologies Pty Ltd + 61 2 49661826.

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+61 2 49661826

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+61 249662521



*"We not only now have the world's best induction system, we also have the world's most advanced, reliable and safest injection system currently available for diesel engines of any size."*



# Branch Updates



## Gavin Jones WA Chairman



The Western Australian branch held its first meeting for some time. It was held at DDAL's premises in Belmont followed by a dinner at Silks Bar & Bistro. The attendance to the meeting was very good with us also having the pleasure of Wayne Dunning and Lloyd Richardson present.

Andy Bourhill presented the ITF70 Common Rail Injector Function Tester in a running display which was well received by all present.



The WA Branch Committee is as follows:  
*Chairman* – Gavin Jones of Fremantle Fuel Injection  
*Vice Chair* – Rob Edwards of Aussie Fuel Injection  
*Secretary* – Ken Ringrose of United Fuel Injection  
*Treasurer* – Shirley Pusey  
*Committee Member* – Grant Brown  
*Committee Member* – Mike Gorey  
*Committee Member* – Bryce Littler



Training was discussed, both Apprenticeship training and AADS training. With an excellent DDAL facility in Brisbane and with what sounds like the blessing of most if not all the OE's it seems a possibility in the not to distant future to be training our own apprentices. Young guns was mentioned and we probably need to revisit getting the youth of the industry along as they are the future.

Thanks to Suellen for organising the evening, DDAL for the use of their premises and their sponsorship of drinks at dinner that most of the members present went to and enjoyed.





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# Branch Updates



## Neil Quick NSW Chairman



Hi everyone, I have just conducted my first state meeting held at Queanbeyan Diesel Service in Queanbeyan NSW. The fantastic attendance of 22 members for this meeting and over 30 plus for dinner Saturday night I must say is a testament to the members commitment and is deserving of a very big thank you. It was very heartening to see.

Saturday morning saw a brave group of us standing in the motel car park commenting on the amount of ice on the vehicles (something the majority were not use to!!) emanating from a low of -3 degrees. Our hosts Derek & Roz Stewart put on a great day at their premises with lots of sunshine to warm everyone. Well done Roz and Derek and staff.

I would also like to congratulate the Stewart's of Queanbeyan Diesel Service on winning the BASDN Bill Morris NSW/ACT Best Business Award for 2009. (If you ever are fortunate enough to see their premises you will understand why they won) together with B & M Diesel winning the BASDN Metro Small Business award, well done Mario & Francis.

Our day started with a presentation by Bosch's Peter McNally showing the latest features of the KTS with more insight into the SIStronic features as well. It was very comfortable using Bluetooth sitting in a heated room while some poor apprentice or mechanic has to stay with the vehicle in the cold while we tested and diagnosed any problems. What's this world coming to? Peter's presentations are always very informative. This was followed by Jim Lister with the latest about Stanadyne together with a demo of the new Electronic Advance Indicator Kit. Again, very well presented and received. After a coffee break we went downstairs to see a demonstration by Chris Graham from Diesel Distributors of the Hartridge IFT-70 Common Rail Injector Function Tester courtesy of Nepean Diesel's new toy.

Lunch was a lovely Bar-B-Que courtesy of Queanbeyan Diesel, cooked by the hands of our host. Again thank you Derek & Roz.

The meeting that followed involved quiet a lot of interesting discussion on various subjects, including the proposed changing of our logo, availability and pricing of calibration fluid, sale of diesel pumps on eBay, AADS website usage and many other articles. It was an interesting afternoon. Very informative and the keen participation of our members was great. Lots of very valuable input.







The Saturday evening dinner was a relaxed, informal and friendly atmosphere (until the cricket came on) the meals were enormous. Then we celebrated Jim Lister's 60th birthday followed by the 21st birthday celebrations for Rhonda Lister and Roz Stewart. No dancing but good conversations – not all about work. Thank you once again to the local knowledge and those involved in the organisation we were well looked after. Hopefully everyone had a safe trip home.

Thank you all, once again.

Our next meeting will be hosted by Merv Bryant at his Coffs Harbour premises on **Saturday 7th November, 2009** hope to see all there again.

Neil .....

My wife said,...."Watch'a doing today?"

I said,....."Nothing"

She said,...."You did that yesterday"

I said,....."I wasn't finished"

## Graeme Wilkinson

*VIC/TAS Chairman*



We recently had our first meeting under our newly appointed committee. We now have a full team with Don Sims putting his hand up for Vice Chairperson. His experience will be greatly

appreciated. We had about 40 people attend the meeting were all feedback has been very positive.

Daryl Cavangh from Bosch gave an informative demonstration on the KTS units available. We welcomed Andy Borhill all the way from DDL Brisbane to demonstrate the new Hartridge injector function tester. We also welcomed some of the partners to our gathering. It was nice to meet up with them in person. We welcomed a couple of new Service members as well.

We have organised our next meeting for **Saturday the 28th November at the DENSO training facility in Derrimut**. The meeting is to start at 1:30pm. We will have Gary Whitfield from BP Australia as a guest speaker. We asked at our meeting if there is anything that members would like DENSO to demonstrate, we were given a couple of ideas but if anyone else would like something please email us [wgldiesel@dcsi.net.au](mailto:wgldiesel@dcsi.net.au) and we will try and organise it.

We would love to see even more people attend our next meeting I am sure it will be a afternoon out catching up with everyone again.



# Branch Updates



## David Kite *New Zealand Chairman*



Another Diesel Torque. I'm having to learn how to write stories all over again, lucky I went to school?? and thank god for spell check!

I'm talking to a few people, sounds like the work load is picking up and that dirty word "recession" is maybe starting to leave us. I think if we just keep putting in the hard work it will pay off.

By the time you read this it should be a week or two until the NZAADS Conference will be happening. We have the OE's going to give us an update on the latest equipment that is out there and we have some of the suppliers going to have displays.

- **The "Mad Fish Man" from Petrojec** is going to show us his stuff – watch that space!!
- **DDL** always have some good give-aways – Go Kev!
- **Alltech** – the team at Alltech are looking forward to showing off all their Turbos.
- **Ventura** – Mike and the hired help will entertain us with their supplies and thanks for organising the golf.
- **MITO** – Yes, for all you members who are looking to increase staffing numbers and think maybe an apprentice is a possibility Mito will be there to answer any questions.
- **Automotive Supplies** – I have asked ASL along this time as most of us have got a repair workshop up and running so it will good to have a parts supplier representative to give you another option of where to buy parts from.

In the afternoon we are going to give you a good opportunity to talk to the OE's about any questions you may have, they are looking forward to that PR talk. The networking time(drinking time?) we have allocated at 3-5pm is a good time to talk to those that are in the same Industry. It is good to talk to others that are doing different Pumps than what you are. It is always the big question you ask, do you invest or not.

So as you can see the Conference can be fun and it also can be very informative to help your business do better. With that, I look forward to seeing you all at the Conference.

## Walter Vrbancic *QLD Chairman*



Queenslanders have not had a meeting this year and I apologise for the lateness in organising it. By the time that you read this article we will have already had it at the Sunshine Coast at the Twin Waters Resort.

It seems that tough times have had an effect everywhere on our businesses and it is just time to hang on and do your best. We are finding that the economy has started to pick up and that work is gradually increasing with the passing of each week. I feel that it is important to have a positive attitude towards life and business to get through the tough times.

At the moment I am unable to give any details of where the next convention will be held and what format it will follow although the details are being worked out at the moment.

There hasn't been any training yet this year and if you have any suggestions about what we can do then contact me and we will try to organise it.

Best regards until next time.





July 31, 2009

Mr Wayne Dunning  
Diesel Distributors Ltd  
P.O. Box 12845  
Penrose  
Auckland  
New Zealand

Dear Wayne

I am pleased to advise you that Delphi's Plan of Reorganization was approved on July 30, 2009 by the U.S. Bankruptcy Court. We need to complete the required steps in the process - including regulatory approvals - and we are moving forward to emerge from Chapter 11. Closing is targeted for the end of this quarter. The approved plan includes provisions for:

- The purchase of a substantial portion of Delphi's assets by a group of investors led by Elliott Management and Silver Point Capital. These firms have been Delphi's largest debtor-in-possession lenders and are making a substantial commitment and investment in the company;
- The sale of certain U.S. assets to General Motors, as previously communicated;
- The wind-down of certain non-active or idled sites already in various stages of decommissioning.

Our team is excited about the long-term opportunities afforded by a strong partnership between Delphi and the Elliott / Silver Point-led investor group. Delphi has executed a dramatic transformation of our business during the restructuring process and will emerge with a well-capitalized balance sheet. We will continue to be a strategic partner for our OE customers in electronics, electrical systems, safety, powertrain and thermal systems, as well as a partner in aftermarket products and service solutions, and adjacent markets.

We want to assure you that Delphi's current management team is focused on delivering world-class technologies and real-world innovations that provide your customers with vehicles that are safe, green, and help them remain connected to their busy lives. You can also continue to count on us for outstanding quality, delivery, and customer service to your world-wide operations.

We deeply appreciate your ongoing support of Delphi and remain committed to keeping our customers as our highest priority. Members of the Delphi team will be available to address any questions that you may have and will reach out to meet with you in the near future to review the details of the plan. All of us look forward to building an even stronger future together.

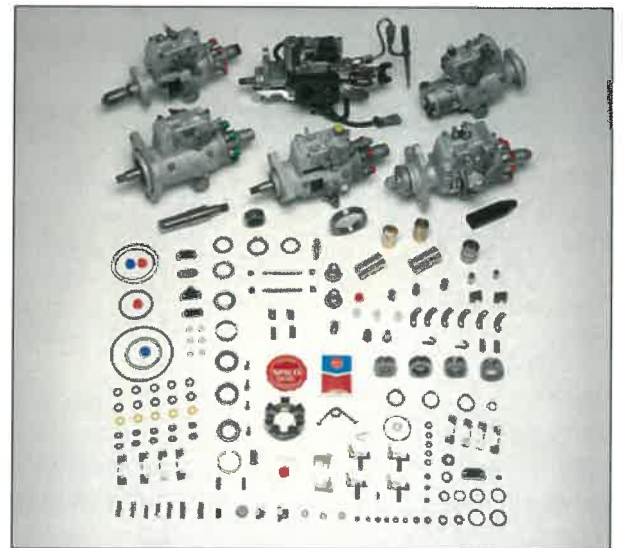
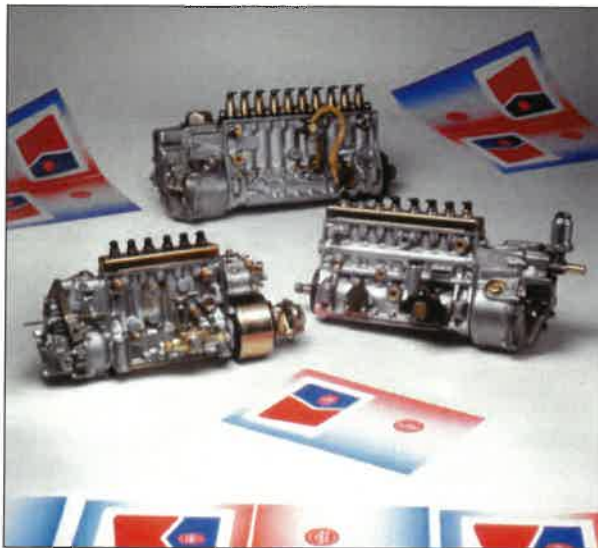
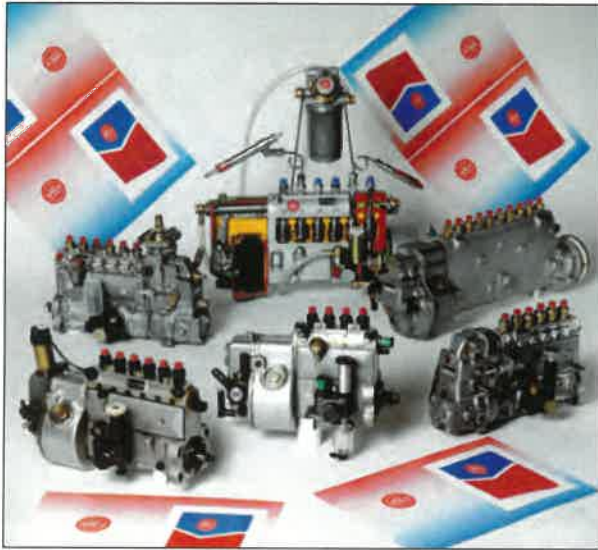
Regards,

A handwritten signature in black ink, appearing to read "F. A. Ordoñez". The signature is fluid and cursive, with a large, stylized "y" at the end.

F. A. Ordoñez  
President, Delphi Product & Service Solutions

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# TIPS N' TRICKS



## NO GO Nissan

This article is a true description of an AECS technical help desk problem and how it was solved.

Vehicle: Nissan Terrano R50 ZD30 DDTI 1999  
Direct injected Diesel engine.

### Background

We weren't sure why but the VP 44 injector pump was overhauled several months before we got involved. The EDU (ECU which is part of the pump) was replaced or reprogrammed as part of the pump overhaul and its re-calibration.

As a result of compatibility issues between the EDU software and the vehicle's own ECU it required the vehicle's ECU to be replaced as a result of the pump EDU upgrade. This seems normal for some of those Terrano models, yet it makes the job very expensive.

Maybe as a result of the pump job, we do not know, the vehicle intermittently wouldn't start, and when it would start it was logging a code and was very sluggish to respond to the throttle.

### Codes

The code logged in the EDU (pump) was code 5 which according to the scan tool meant that communication was lost with the ECU.

The code logged in the ECU was 31 (ECU faulty - replace). Please note the ECU was brand new.

So replace the ECU again???

The previous garage had the starter motor overhauled, the battery and glow plugs replaced and the alternator overhauled, to try to combat the starting issue.

### Where do we start?

It is best to start with a dual channel measurement with the ATS 5000 scope connected to the spill valve and the timing control valve, both on the pump. This measurement is easy, quick and definite. It is a little hard to get to the wires between the EDU on the pump and the Spill valve/timing valve also on the pump, but it can be done.

With the timing massively out the car will be very hard to start, or even refuses to start. With no or incorrect spill valve activity, no fuel or the incorrect amount of fuel gets injected. During starting the amount of injected fuel needs to be pretty much correct and on time on these low compression direct injected NEO Diesel engines.

### No Spill valve

This first recording had been done but unfortunately it was not saved. The pattern showed during winding over, with no fire up, no spill valve activity. No spill valve activity means that no Diesel gets injected, which of course means no firing up of the engine. Combined with the fault codes the technician decided to scope the CAN bus. Incorrect CAN bus communication, or no communication will certainly result in no spill valve activity. The Technician had completed the AECS DMS 1-2 VP 44 training seminar and therefore knew how to diagnose CAN communication on these systems.

## Creek no paddle

The scope pattern on the CAN bus showed proper communication, with questions and answers. This can only mean that a) the ECU is correct and b) the CAN system is working correct.

So where does that leave us with the fault codes?

## Evaluate

Okay what do we need to get spill valve activity? Instructions to the EDU, and EDU input signals. The A.R.S. inside the pump is a bit hard to measure, yet it is often faulty. Leave it for now, we have considered it as a possibility and will get to it if all else is correct.

The EDU needs communication (checked), it needs to have a crank speed signal from the ECU and it must NOT have the fuel kill signal.

The technician decided to measure the crankshaft signal at the sensor vs the converted crank signal from the ECU to the EDU while starting

## Electronics (boring)

The signal of the inductive crank shaft sensor (CH2) gets converted in the ECU by a comparator circuit into a square wave. The comparator will switch the output voltage to high when the input moves over an 'arm' voltage level. It will switch its output voltage down to low again when the input drops below a 'fire' voltage.

The ECU output signal is used by the EDU to see if the crankshaft and pump shaft are in phase (injection timing control).

The 'noise' during start up causes the EDU to receive information that the crankshaft is turning way too fast!

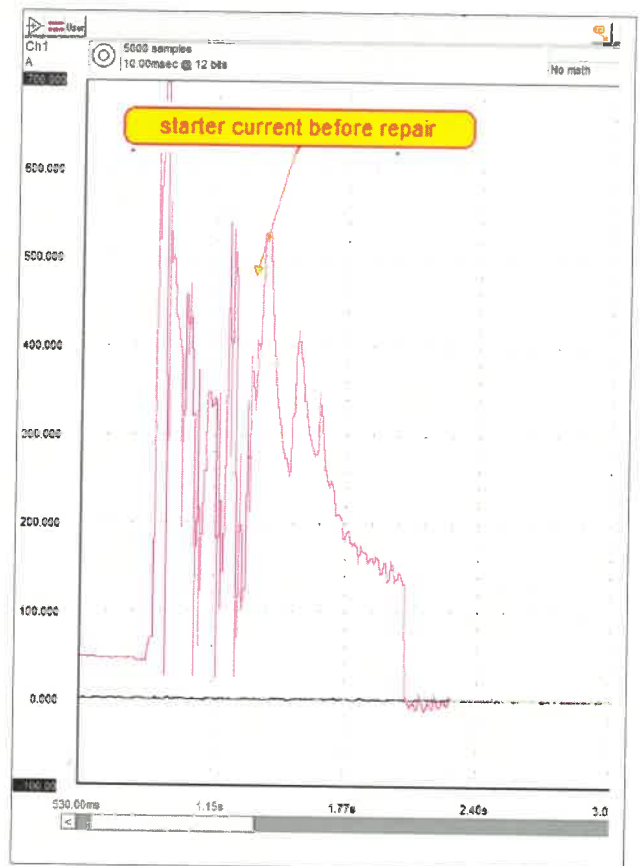
As a result it will hold back Diesel and throws several fault codes, one of them being an ECU error as the CAN bus data reports a different engine speed as the direct RPM signal.

## Where is the noise coming from?

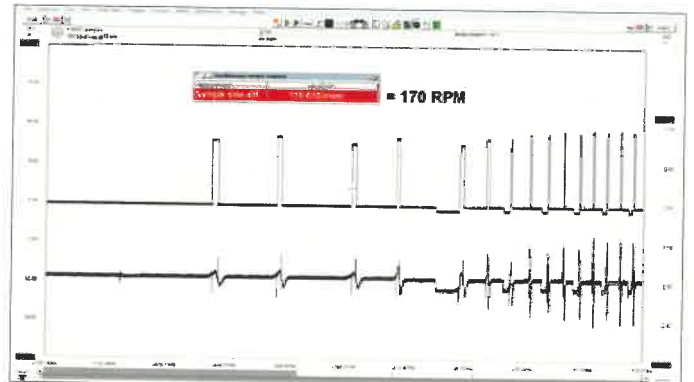
Well it's easy from here! Where is the noise coming from? It is only present during winding the engine over.

The technician decided to measure the starter motor current. He would normally have leaned towards repairing the starter motor, but it was already rebuild by the previous garage.

Sudden current changes create massive changing magnetic fields, which induce voltages into any circuit close by. The greater the current changes, the stronger the induced magnetic fields. Found it.



Starter current measurement before the repair. Pls note that the current drops down to almost zero amps about 4 times before it starts to wind over properly.



ATS 5000 recording of the RPM signal and the crank shaft sensor after the repair.

The starter motor current dropped in the above sample 4 times from about 400 Amps to zero amps and up again! That is massive current changes, the technician had found the problem alright!

The power to the starter solenoid was found to be low, causing the solenoid to cut in and out a few times under high current draw conditions (lower battery voltage). The bad connection in this circuit was by-passed with a relay feeding the starter solenoid directly from the battery positive. This fixed the problem.

See the recordings above.



The start current looks normal after the repair, a high 'short circuit' current (700+ amps) and after the engine starts to turn the starter motor settles on around 250 amps, till the engine fires up.

The technician had the courtesy to also record the crank vs RPM signals after the repair.

Please note in both patterns that the cranking speed is almost the same as on the previous recording. This explains why the technicians involved in this job never heard anything wrong with the starter motor or its circuit.

## Review

I suspect that the injector pump was overhauled to try to repair the starting problem, although we could not be sure. This would have set the owner back a cool \$4000+ (including the new ECU). I wonder how much the starter motor, alternator and glow plugs have cost. Never mind the labour content of the bill, the job spanned across about 6 months.

Just a simple 12V relay fixed it. I am sure that a simple wiring or connection fault like this will never come your way! How are you going repair and charge this job without the ATS scope?

## Conclusion

This diagnostic shop obviously owns the ATS 2 channel automotive scope. This scope is earning its keep in hundreds of workshops around NZ and Australia, ranging from franchise workshops through universal garages, technical training institutes, mobile technicians, auto electricians to Diesel specialists. The amount of work those machines are doing is phenomenal, increasing the payback for the investment made.

There are many more brands of scopes available out there, but combined with the sample patterns, presets, AECS training and back up none of the other scopes makes fault finding this professional, quick and profitable.

## TIPS N' TRICKS

If you have any Tips or Tricks you think might help other readers of *Diesel Torque*, please email them to Karen Attree [aads@apcaust.com.au](mailto:aads@apcaust.com.au)

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### Letters To The Editor

Letters must be short and may be edited. All letters to be considered for publication must have a name, street address and phone number so their authenticity can be checked. An email address is not sufficient. (If you prefer your email address to be the only detail published with the letter, please say so at the end.)





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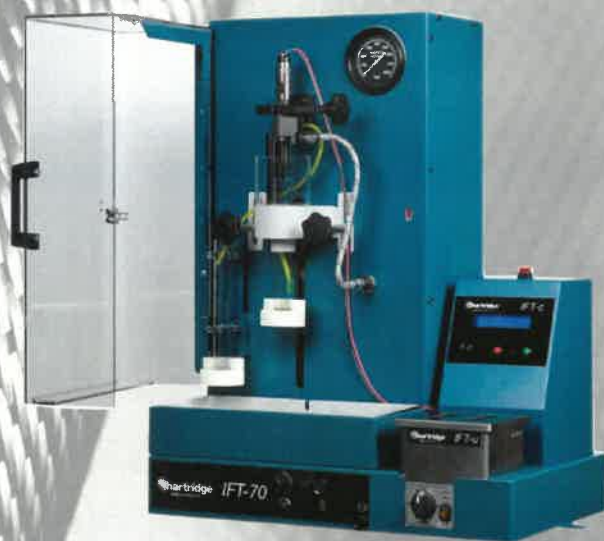
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# What Does it Take to Make a Business Great... Especially in these Tough Times?



So what do you think? Sorry, times up ...

**It takes having a great ATTITUDE!**

"But you cannot build a business just by having a great attitude", you may be thinking to yourself. And I say, "Yes you can!" I is the alpha and omega of starting anything, especially when growing or building your business. I ask you, "How can one man start a business from his home office on the Sunshine Coast in Queensland, Australia, which then expands to a public company Australia wide and internationally?"

"How can his team follow through and secure national deals with Channel Nine News Ltd, Chamber of Commerce, First Class Accounts and a nationally distributed DIY product range?"

"How can one organisation based on the Sunshine Coast now have access to hundreds of thousands of leads around the country?"

## **IT'S ATTITUDE!**

Other than making the point about "attitude", how does this article relate to you, a business owner, sitting in your office reading this article? Let me show you how the "attitude" you hold right now will determine how your day pans out. My name is Paul Condren and I am the general manager of Marketing for ENACT Business Architects and I want to discuss with you the attitude with which you market your product or service. Yes, the "ATTITUDE" with which you market your product or service.

As a marketer, I am constantly observing marketing messages in the marketplace. More importantly, as a consumer myself, I see "your attitude" behind EVERY



advertisement you write, every sales representative you employ, every colour you use in your logos and every word spoken by your team when I call to inquire about your products or services. These items tell me what attitude you have as the business owner.

Have you ever heard the statement “the fish stinks from the head down?” If you have, you will understand that the message portrays that the business owner’s attitude is obvious through their business, even if the owner is physically NOT there. And consumers can tell!

Having a receptionist say on the phone “May I ask who is calling? Do you mind if I place you on hold?” To be told that the person is in a meeting and that they will call

you back which then resulted in that person not calling back for two days or not calling back at all... What does that say about your attitude? Being late with the delivery of your service or product, when you promised it by a certain time... What does that say about your attitude?

Reading a boring advertisement which only tells people who you are and what you do, failing to mention how it “benefits me” and “Why should I buy from you?” What does that tell people about your attitude?

I could go on and on... But, being a solutions man, I would like to give you three tips about implementing a GREAT ATTITUDE into your business:

## 1. When Answering Phones:

Have your team answer the phone “Good morning/afternoon, your business name, this is ... (use first name)” – DO NOT say speaking as it reduces the chances of the other person giving you their name. Then, launch every conversation with “just so I can help you best, is it okay if I ask you a couple of questions...?” Ask about the nature of the call and NEVER overpromise! You can say, “I will see if that person is available (you should know whether they are available and put them through to the team member that can best help them with their inquiry).

## 2. When Writing Advertisements:

When you have to write an advertisement, BE IN THE MOOD! Get excited and be happy you are doing this and then list the VERY BEST benefits to your target market up front, in the headline. We all know that the headline is responsible for 80% of the calls to any advertisement.

## 3. Set Weekly Goals With Your Team:

Ask the team what DO YOU want to achieve this week which we can celebrate on Friday. Make the goals realistic and measure your progress daily, reporting back to the team. Be sure you celebrate it on Friday.

**On that note, until next time – KEEP smiling, KEEP a great “ATTITUDE” and KEEP moving!!!**

*Article by Paul Condren, Managing Director of ENACT Marketing.*

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