



Condamine Electric Company 2011 Business of the Year

Since taking out the major gong at the BEA's this year, I have been asked a lot of questions about our application. I battle a bit with the self-indulgence of the application process but the awards are a good thing and an important part of building strong business foundations in the community.



So, in considering whether or not to submit an application for the 2011 Business Excellence Awards, the CEC management team met and discussed our current position, our performance over the last twelve months and our general outlook and confidence towards the next year of business. The resounding consensus was that we weren't feeling very "excellent" at all. Our scorecard for the past year reflected the extent of the challenges we were facing. We all agreed that we had worked harder this year than ever before but on first reflection, it seemed to amount to very little achievement.

To top off a tough year, we had just lost five senior electricians totalling thirty-odd years experience with the company to higher paying jobs: four to the Gladstone project and one to the Brisbane Airport tunnel.

Business is a funny thing really. On the one hand it's easy to become jaded, disgruntled and depressed with it all. Between legislative requirements; never ending external pressures; financial uncertainty; and people issues, it can all seem too hard!

However in the next breath it can be so exciting, when goals are met and a plan comes together. It's gratifying, satisfying and a whole lot of fun. We had a good look at the goals that we had achieved and there were many. It had been a year of heavy investment into our systems, processes



and people. We had changed the management structure and are in the final throws of implementing some great new job-management software.

In the end, we decided to prepare a submission that was brutally honest, articulating the mistakes that we had made, the challenges we were facing and showing the importance of maintaining a strong focus on the long term goals and good strategic planning.

Of all the lessons I have learned in the last year it's not a new one that stood out the most. We have all heard it before but it's worth repeating until we get it, surround yourself with good people so you can focus on your business, the good stuff, not the distracting and depressing stuff.

So on that note, Liesel and I would like to thank our wonderful team... Your excitement is contagious; your boredom (although rare) is worrying; your growth is the safest investment we have to a strong future; and most importantly, you know how to have fun at work. Don't under-estimate the importance of your feedback from the field. All of our best ideas and successful improvements have been born this way. Keep up the hard work.



"Whatever you can do, or dream you can do, begin it. Boldness has genius, power, and magic in it. Begin it now."

~ Johann Wolfgang Von Goethe

We would like to congratulate the other Business Excellence Award winners and nominees. Thanks to our terrific local suppliers and our loyal customers. To the dedicated team at the Dalby Chamber of Commerce and all the sponsors of the BEA's who continue to foster and promote business in this region, thank you. Finally, thanks also must go to our local branches and the hard working individuals in DEEDI, ICN, CCIQ and SBC who work tirelessly to assist growth and business development in our area and are all too often under-appreciated. We live in a good place and an exciting time with lots of opportunity, safety and security.

Regards, Gavin Walton

