

Eight Years of Bold Decisions

When it came to buying their first truck back in 2008, Faceworks were faced with a tough choice: invest in new and innovative truck models and stand out within the Maltese market, or invest in second hand used trucks which will get the job done and cost less money. At the time, the market was on the verge of saturation, but nevertheless, Faceworks made the bold decision to invest in new trucks, and it is a decision which is still reaping many rewards eight years later.

From that point on, Faceworks has continually invested in the newest technology on the market for its excavation and demolition services, including their newest purchase, three IVECO Trakkers. Comfort, sound proofing and precise driving are the features which make this range of trucks a valuable addition to the current fleet, with additional enhanced safety functions that put the client's mind at ease. The Trakker's strength lies in optimising performance on bumpy and difficult soils, with a system that lowers emissions to obtain the best possible eco-friendly performance without affecting efficiency.



An Updated Workforce Leads to Customer Satisfaction



Fritz Energy, just like any other Famalco company, acknowledges the need for constant training in order to provide customers with the best quality service possible. So is so that last month, Samuel Mamò: the engineer responsible for the installation and commissioning of Gilbarco's Fuel Dispensing Technologies, was busy with the Vapour Recovery and Monitoring: Hydraulics and Electronics Training, held in Salzkotten, Germany. It dealt with the understanding of the dispenser as a machine alongside all the main components it's made up of.



Keeping in Touch is the monthly newsletter of Famalco Group

Human Resources Notice Board

Birthdays in October

Tsanev Tsanko Dimov	1st
Paul Calleja	1st
Darrell Galea	2nd
Marco Galea	4th
Karl Micallef	5th
James Cauchi	10th
Frank Borg	12th
Katya Catania	15th
Jean Karl Zammit	17th
Giovanni Benedetto	20th
Stefan Stefanov	24th
Clive Portelli	28th
Isabel Fsadni	29th
Mathieu Cilia	30th

Quote of the Month

"The two most important days in your life are the day you are born and the day you find out why."

Mark Twain

Recruits in September 2016



Victor Attard
Excavator Operator
Faceworks Ltd.



Alexander Sammut
Project / Site Coordinator
Fulani Properties Ltd.



Celene Buttigieg
Accounts Clerk
Fapi Motors Lts.



James Cauchi
Trencher Operator
Faceworks Ltd.



Kieron Grima
Administration Clerk
Finance Department



Carolina Sottovia
Accountant
Finance Department



Paul Calleja
Excavator Operator
Faceworks Ltd.



Clint Galea
Warehouse & Delivery Person
Fruitland Co. Ltd.



Jaice Gatt
Junior Accounts Clerk
Finance Department



Abdulahi Isman Mohamad
Yard Labourer
Fahrenheit Freight
Forwarders Co. Ltd.



Darren Borg
Mechanic
Fahrenheit Freight
Forwarders Co. Ltd.



Health Tip...

Office work productivity is said to increase when you are allowed to personalize your work space with anything you like or consider important. Pieces of art, plants, family photos, keepsakes or collectible figurines can all remind you of your life outside of work and keep you going through a rough day.

Famalco's Workforce Weddings

May your days together never be numbered and your lives as one blissful and sweet. Congratulations on this special day.

"A successful marriage is an edifice that must be rebuilt every day"
Andre Maurois



Julia and Saviour Vassallo



Rennie and Michaela Agius

Hog Malta Chapter Sings its Heart Out

HOG Malta Chapter has just released its very own rock anthem, HOGS from the Rock, penned and composed by the popular Mark Tonna, who also accompanies Shirley Galea with the vocals. William Attard McCarthy provides an



additional lead guitar to the anthem: a testimony of the strong emotional attachment that Harley-Davidson owners have with their bikes. Famalco Group would like to congratulate HOG Malta Chapter for such an initiative, because it maintains the collective aura that already exists among the Harley-Davidson's Owners in Malta, apart from presenting their ethos to the general public in an innovative manner.

HOGS from the Rock (first stanza)

The road is burning, our wheels are turning,
feel the thunder, the spell we're under,
forget about your worries, forget about your pain,
we're brothers and sisters and we're riding again.



We suggest you listen to it by visiting the Malta HOG Chapter page on Facebook. Rock on!

A Month of Sponsorships

Famalco Group has always believed in giving back to its community by sponsoring a number of events and groups within Malta; this month has proven to be slightly busier than the rest in this respect.

Fahrenheit Freight Forwarders were a main sponsor for the fundraising event Inmates4ALS that took place on August 27th at Inspire Malta. The event had a total of 50 contributors, with five acting as main sponsors. The event was also an opportunity to support the rehabilitation of inmates back into society.

Fruitland Company sponsored boxes of its exclusive brands, GIOIA banana and Mela Valentina apples, for a half marathon hosted by Żejt iz-Żejtun. Fruitland provided enough fruit to replenish the energy of around 250 participants after running 21 km. This marathon was organised as part of an awareness campaign towards the cultivation of olive trees as a key aspect of our cultural heritage.

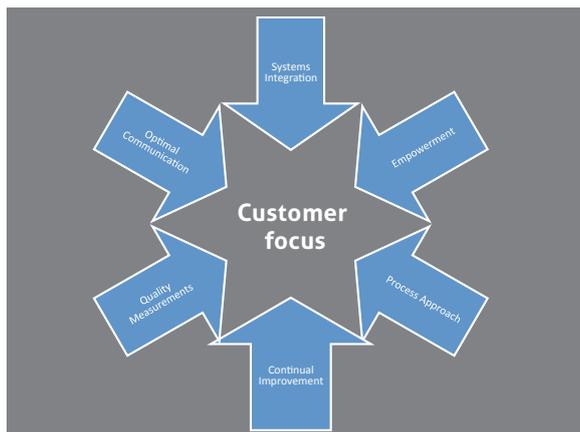
Apart from one off events that the Group is more than happy to sponsor, Famalco also looks after a number of Maltese local football teams by providing them with gear items to get them through the playing season.

These are just a few of the many ways Famalco Group supports cultural heritage, charitable causes and ultimately the end product that Maltese organisations have to offer.



Total Quality Evolution

The question "What is Quality?" could be answered in many ways, but the focus must remain on fulfilling the customer's needs. Here is but a small sample of points that will be dealt with during the training sessions given to Fahrenheit employees as from October 2016.



	The 'Old' way	The modern 'Quality' way
Communication	Send an email and await a response. At least I have proof that I sent the memo.	Apart from the use of emails, keep track of progress by keeping in touch with the customer by direct contact.
Empowerment	Keep information to yourself and do the job yourself to avoid mistakes being done.	Share knowledge and lessons learnt. Provide training to all the team to create flexibility and promote a better service to the customer.
Objectives & KPIs	Provide the service fast and then deal with issues afterwards. Try to answer customer complaints as fast as possible.	Measure performance to see how well the processes fit the customer's requirements and continually improve upon the results obtained. Prevent Customer complaints.
Problem solving	Solve the issue for the moment to keep the process going. Blame someone. Not everyone is able to solve issues.	A root cause analysis is done by a team to identify where the process failed. A preventive action is implemented to avoid future occurrences.
Customer	The customer does not know the process and some corners can be cut as long as you deliver. Once issues arise they will be dealt with afterwards.	In case of deviations needed, the customer is informed. Process efficiency is improved by removing waste of time and resources.

From the Famalco Family

I joined the Famalco Group around six months ago, after having been a TEFL English teacher for about four years. I loved it, but it wasn't in my career plan and I felt the need to change route.

My first job was as a cashier in a supermarket. I lasted one month; it wasn't the job for me, I preferred being a waitress.

The best part of my job is getting the opportunity to work on so many different projects on a daily basis. I've been on Dinner in the Sky, I've met some amazing people for interviews and I've even gone to prison! There truly is never a dull moment.

The worst part of my job is knowing that the content I produce on a daily basis doesn't always get the recognition it may deserve. Generating new content is extremely time consuming; not everyone acknowledges that.

When I was a child I wanted to grow up to be a beautician; I still sort of am in my free time. I have a keen interest in makeup and consider myself to be my very own model on which to practice.

If I were to join another Famalco company it would be Century 21. I am extremely interested in property – I think I'd make a pretty good sales agent too!

When I am not at work I relax by reading, shamelessly watching trashy reality TV shows and trying out new recipes.

A perfect day for me is one where I do not have to think about the impending deadline for my M.A thesis chapters.

My ultimate dream is to be a property mogul – I want to own property, negotiate and earn my main income from them, retire and have all the time in the world to focus on my writing.

I am happy when I get to reach a goal I have been working on for so long. It allows me to start thinking about the next.

If I knew I was dying tomorrow I would spend today with my closest friends, family and the best company possible.

3 items on my bucket list are to master a new language; experience work in Canada and America, and to someday complete a PhD.



Anthea Formosa
Copywriter, Content Manager & Editor | Focused Knowledge

If I could have a coffee with anyone, dead or alive, it would be Walt Disney- the man who saw the potential in magical tales and turned his vision into reality. Imagine what it would be like to pick a mind like that!

My favourite food is definitely cake. I've lost a lot of weight in the past year, but it wasn't thanks to refusing cake. It still remains my one weakness.

Many people most probably do not know that I am an over thinker. I might look carefree, but in actual fact I map everything out very diligently and really hate it when things don't go to plan.

If I had a superpower it would definitely be reading people's minds.

If I could go anywhere in the world I would choose Asia. Their culture is so rich and vast. It just blows my mind away.

DISCO BOWLING TOURNAMENT

Eden Super Bowl
Friday 21st October, 2016
Time: 8.30pm
Special Price € 5/person
(€ 10/person is being sponsored by the Company)

SOCIAL EVENTS
FAMALCO GROUP

Confirm your attendance with Shirley (HR Dept.) on 23392346 or send an email on events@Famalco.Net by not later than Monday 17th October.