



# GLATT AUTOMOTIVE

AUTO BODY REPAIRS & CUSTOMIZING

## COMPANY PROFILE



2015 KICKSTART AWARD WINNERS

AUTO BODY REPAIRS & CUSTOMIZING | PANEL BEATING | SPRAY PAINTING

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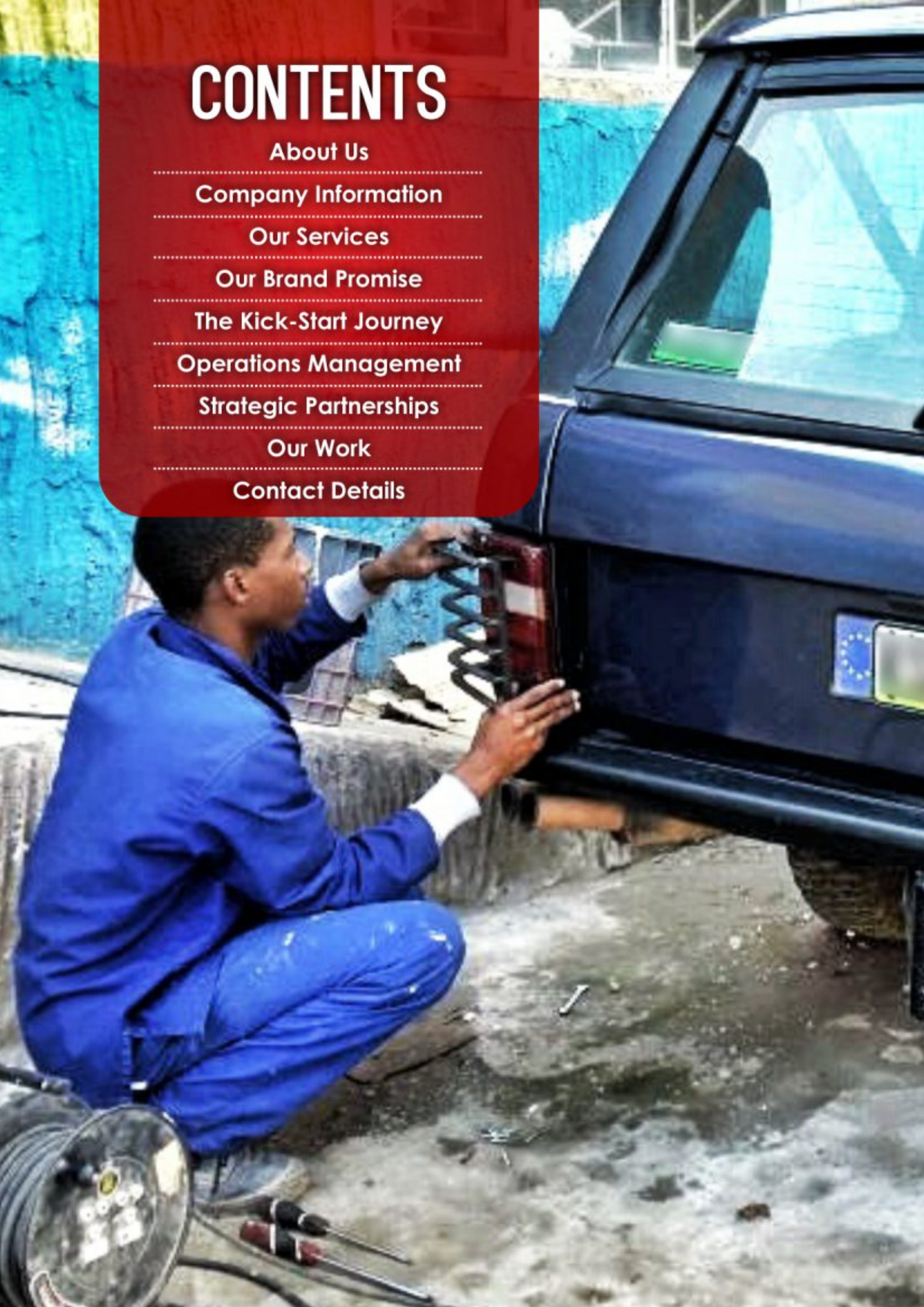
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## ABOUT GLATT AUTOMOTIVE

Glatt Automotive (PTY) LTD is an Auto Body Customizing & Repairs company based in the Hub of Swaziland, Manzini.

The primary services provided by Glatt Automotive include Panel Beating, Spray Painting and Windscreen Installation, in addition to other custom auto body services.

### OUR VISION

To be an automotive market leader setting the standard in the industry through innovation and commitment to our work by breathing life to the art of auto body customizing.

### OUR MISSION

To help vehicle owners, individuals and fleet owners (corporates), to repair and customize their vehicles and remain relevant and appealing, by providing cost effective services for a very high standard of quality repair service.

### OUR VALUES

Accountability | Reliability  
Efficiency | Professionalism | Honesty

### CONTACT US

Glatt Automotive (PTY) LTD  
Office No. 8 Likusasa Youth Skills Centre  
(Opp Bosco Skills Centre)  
280 Southern Distributor Road, Manzini, Swaziland  
P.O. Box C1286 | The Hub | Manzini | Swaziland | M223

**Tel:** +268 7661 2522

**Email:** [glatt.automotive@gmail.com](mailto:glatt.automotive@gmail.com)

### OPERATING HOURS

Monday - Friday: 7am - 6pm | Saturday: 8am - 1pm  
Sunday: Closed (Open On Arrangement For Collections Only)

# GLATT AUTOMOTIVE

Glatt Automotive (Pty) Ltd is an Auto body Customizing and Repairs Company that provides expert services in panel beating, spray painting, and wind-screen installation.

The company was founded in 2014 and is based in Manzini, at Likusasa Youth Skills centre, adjacent to Bosco Skills Centre, a 3 minute drive from The Hub Shopping Centre.

Glatt Automotive prides itself in paying great attention to detail and working closely with clients to ensure that only the best service is rendered in a drive to exceed customer expectations.

Our efficient and innovative operational process ensures that your vehicle is restored to pre-accident condition according to manufacturer's specifications and in a timely manner.

We operate professional equipment, using only quality materials and an effective management system which is characterised by our excellent booking system and allocation of job cards to our staff.

To provide the best possible service to each of our clients, Glatt Automotive strives to continually improve work techniques and operating systems, whilst also creating and maintaining key relationships with various strategic suppliers and business partners. In doing so, Glatt Automotive sets to establish itself with a unique brand positioning within local automotive industry.

## COMPANY LEADERSHIP

### OPERATIONS DIRECTOR

Sifiso William Tsabedze (Age 29) is a passionate and gifted spray painting artisan who studied Spray Painting & Panel Beating at the Manzini Industrial Training Centre in 2012.

Sifiso is the founder of Glatt Automotive and also holds the position of shareholder and director.

Sifiso's hands on experience and professional passion are a major contributor to the high quality work output and service delivered by Glatt Automotive.

Having successfully participated in Swaziland Beverages KickStart entrepreneurial programme wherein which he was awarded a Certificate of Attendance from Mananga Business College, Sifiso has attained and employs key managerial skills that drive the daily operations of the business.

As a self-driven, hard-working and creative individual, Sifiso is responsible for the company's daily operations management (allocation of job cards, booking in cards, serves as quality control officer, workshop safety and environmental aspects, recruitment and human resource.) and has played a pivotal role in building the company's strong, growing reputation.

### MANAGING DIRECTOR

Nelson Mbuffo Tsabedze (Age 26) holds a LLB (Corporate Law) from the University of Witwatersrand and is a shareholder and director at Glatt Automotive (PTY) LTD.

Nelson is responsible for managing various areas of business development including but not limited to business planning and proposals, negotiation of business deals, developing and implementing marketing strategy and managing legal affairs (drafting service level agreements, employment contracts, compliance).

Nelson possesses a strong business acumen and maintains good relationships with various strategic partners with the aim to enhance the business.

Through his involvement in strategic development, Nelson has elevated his knowledge to the automotive industry. This has added great value to the business, most notably when formulating and developing key business strategies, where acknowledgment and appreciation of the realities and challenges of the automotive industry are imperative.

**..efficient and innovative operational process ensures that your vehicle is restored to pre-accident condition...**

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# OUR SERVICES

Glatt Automotive operates within two connected disciplines of automotive body works - Panel Beating and Spray Painting.

To ensure the best quality workmanship, Glatt Automotive uses premium quality automotive paints, professional machinery and employs experienced, passionate artisans.



## PANEL BEATING

Our skilled panel beaters are equipped to replace and repair various parts of a motor vehicle, whether it be varied metals such as steel or alloys, or other materials such as plastic or fibre glass.

Specialist areas include:

- Replacement and repair of all fenders, headlights and doors
- Replacement and repair of bonnets, bumpers and boot lids
- Hail damage and rust spots
- Fitting and Removing windcreens

## SPRAY PAINTING

Our advanced spray painting equipment guarantees a superior factory finish.

We also work closely with our paint suppliers who use computerised equipment to achieve precise colour matching and coding.

Specialists' areas include:

- Full Body Spray
- Dent Removal & Paint Touch Ups
- Durabark Surface Painting
- High Quality Vehicle Polishing & Auto Valet
- Auto Body Customizing

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# THE GLATT BRAND PROMISE

"Auto Body Engineering Through Passion & Innovation." is a brand promise lived through a business culture and operational activities that strive for continuous service quality improvements, establishing and nurturing a strong strategic business network and encompassing a working environment that promotes learning and the application of creativity.

As an owner operated business, this brand promise has been empowered by the company's leadership and right throughout the company's work approach. As a result of this Glatt Automotive has since strengthened its service quality in the following key areas:

- Machinery
- Colour Matching
- Operations & Financial Management
- Strategic Partnerships



**What We Work With:** Jaguar 3HP Air Compressor, Hoffmann Power Weld Combo Generator, 4 Pound Hammer, 14 Pound Hammer, 3 Ton Chain Block

## MACHINERY

Acquisition of our professional machinery has been made possible through the assistance of initial capital injectors, Swaziland Beverages and the KickStart entrepreneurial programme.

To ensure the best quality finishes to our work, Glatt Automotive utilizes its professional grade machinery with high grade components and quality automotive paints. This enables us to repair vehicles to the manufactures specified standards.

**We provide quality Auto Body Engineering with Passion & Innovation through Quick Turnaround Times, Valued Client & Business Partner Relationships and Comprehensive Management Systems .**



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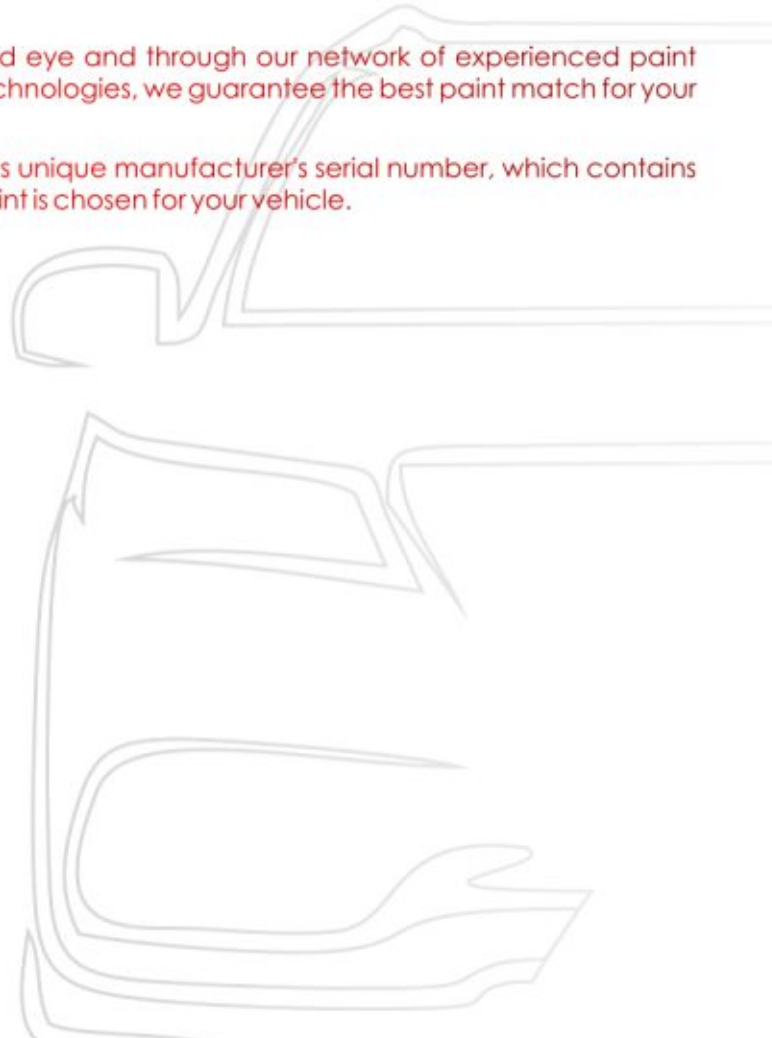
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## COLOUR MATCHING

Colour Matching is not something that is left to the naked eye and through our network of experienced paint suppliers who use leading colour matching systems and technologies, we guarantee the best paint match for your vehicle.

When acquiring paint for your vehicle we use the vehicle's unique manufacturer's serial number, which contains key detailing information to ensure the correct colour of paint is chosen for your vehicle.





Glatt Automotive's Sifiso Tsabedze at a Swaziland Beverages KickStart Competition Event

## OUR KICKSTART JOURNEY

Glatt Automotive has a unique Swazi SME Success Story driven by the desire and passion of a young team of Swazi entrepreneurs, set to prove that a business specializing in Non-Structural automotive paint and body repairs could be successful.

At the heart of this success story is the fusion of hard work, determination, strategic thinking, creativity and innovative thinking; qualities that were adequately 'brewed' by the Swaziland Beverages and its business incubation programme, KickStart.

After conceptualizing and establishing Glatt Automotive 2014, the company's founders entered Swaziland Beverages' KickStart competition. As a winning contestant Glatt Automotive was in 2015 awarded with seed capital to purchase essential operational equipment that has assisted greatly in improving quality work outputs. Since that day the company continues to grow in its stride.

The management of Glatt Automotive is highly grateful to the Swaziland Beverages Limited, the entire SAB Miller Group and the Government of Swaziland for the business opportunities they have created for the youth of Swaziland. Glatt Automotive remains committed to contributing towards the stimulation of economic growth through youth development. To this end we are determined to establish a significant business foot-print by employing young people, and thereby inspiring the youth of Swaziland to unleash their full business potential.

## ABOUT KICKSTART

KickStart is an entrepreneurial programme that was launched by South African Breweries in May 1995. Taking the form of a competition, it is aimed at youth that either want to start businesses or expand their existing business. In March 2010, Swaziland Beverages launched their own KickStart Youth Entrepreneurial Programme as one of its key corporate social investment initiatives.

The KickStart competition, aimed at Swazi youths aged between 18 and 35, has now become one of the most prominent entrepreneurship development projects undertaken by a private sector company in the Kingdom. The programme also focuses on recruiting entrepreneurs whose businesses could become potential commercial equity suppliers to Swaziland Beverages and is aimed at giving attention to entrepreneurs at a more advanced level. Often these individuals have inventions or good ideas, but not the specific know-how to commercialise them.

**FOR MORE INFO VISIT: [www.swazilandbeverages.com/sustainable-development/kickstart/](http://www.swazilandbeverages.com/sustainable-development/kickstart/)**

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# OPERATIONS & MANAGEMENT

Our operational strategy entails the budgeting of time and allocation of job cards to our staff. This enables us to achieve very quick turn-around periods. Through the allocation of job cards, we constantly ensure that our staff concentrates on a particular vehicle at a given point, in order to ensure that, a quality service is provided to each vehicle.

With the job card allocation system we are able to achieve an effective vehicle booking system, which we rely on to prevent taking in vehicles and keeping them for lengthy periods without being attended to whilst our personnel is significantly engaged on other vehicles. Our Job Card System further aids in managing our booking systems and enables us to advise clients suitable times to book their vehicles in for service. This management system also enables us to adequately inform customers of accurate dates for collection of vehicles after service. In as much as we thrive to achieve very fast turn-around periods, we strongly believe in good quality of work. To this end, we ensure that every mechanical and chemical process forming part of our services is taken into account when computing time periods and therefore do not chase quick turnaround periods at the expense of the quality of our work and service delivery.



## SAFETY

Glatt Automotive strives to ensure that paint and other consumables are kept separate from motor vehicle parts because of their inflammable nature, hence they are kept in store rooms.

Glatt Automotive ensures that staff attends workshops relating to the use of consumables during operations and that they adhere to strict, professional safety measures.

## WORKFLOW PROCESS



### ASSESSMENT

Once a prospective customer contacts us for our services, we invite them to bring their vehicle to our workshop for assessment purposes or we travel to the location of the vehicle.

This process entails conducting of various auto body viability and feasibility tests, which informs us if certain panels are repairable or should be replaced.

### QUOTATION

Once assessment has been conducted, a quotation is prepared for the client. We firstly obtain a quotation from our trusted listed suppliers - a process that takes approximately 30 minutes.

The second phase of the quotation stage entails the final costing process, a process which takes approximately 15 minutes, following which the final quote is provided to the customer via email, hand delivering (dependent on the distance) or by client collection.

**N.B:** Our customers are not charged for quotations and call out service for vehicle assessment within a 25 km radius)

### BOOKING & AUTHORIZATION

### BOOKING & AUTHORIZATION

Once we have issued the quotation and a service level agreement has been entered with a customer; the vehicle is then booked in for a date for service. The service date is identified by making reference to our data management system.

### INVOICING

### INVOICING

Once service is rendered on a customer's vehicle, a final invoice is then issued out. Since a customer is expected to pay a deposit after the booking & authorisation phase, the balance must be fully paid upon collection of the vehicle. Our invoicing balances the final costing and the quoted amount.

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# STRATEGIC PARTNERSHIPS

At Glatt Automotive, even at this early stage of our business life cycle we place great value on beneficial partnerships with the aim to accelerate the company's business growth towards being industry and market leaders.

Glatt Automotive has formed strategic partnerships with various entities with the aim of improving quality, increasing capacity and enhancing brand visibility. Our two main strategic partners are Barcode Creative and MAD Business and Management Consultants.

## BARCODE CREATIVE

Barcode Creative is an Advertising and Brand Communications Agency specializing in Digital Advertising, Graphic Design and Brand Communications Solutions. Barcode Creative operates the largest In-Mall Digital Advertising Network in Swaziland with Digital Advertising Screens located at the Swazi Plaza Corporate Place, Mbabane & Bhunu Mall, Manzini.

With shared entrepreneurial underpinnings and passion for developing innovative brands, Barcode Creative and Glatt Automotive have established a strategic partnership wherein which the former provides Glatt Automotive with strategic branding services that are set to broaden the company's marketing reach and brand visibility. This is being actioned by Barcode Creative assisting in the development of Glatt Automotive's brand identity and provision of Digital and Online advertising services.



BARCODE CREATIVE

EST. 1988

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## M.A.D. PARTNERS

MAD Partners is a Business and Financial Management Consultancy situated in the capital city of Swaziland, Mbabane.

MAD Partners service offering includes amongst other services; business advisory, financial accounting and management, human resource management and procurement, tax advisory and company secretariate services such as company registration and trading license processing.

Since formation of Glatt Automotive (Pty) Ltd has been working very closely with MAD Partners in setting up sustainable accounting systems, record keeping and importantly, our registration and trading license processing.

MAD Partners furthermore provides valuable Financial Management advisory services to Glatt Automotive. The key insights gained from MAD Partners motivates financially stable operations within the company, further improving the overall performance of the company.

Notwithstanding that Glatt Automotive, Barcode Creative and MAD Partners are distinct entities plying their various trades in different sectors of the economy, as a combined group the companies seek to play an influential role player in SME development and economic growth in the country.

Together the businesses tackle the dynamic environment of SME industry by comparing notes on various business experiences, sharing of advice and by offering each other our various expert services.

The combined group is uniquely positioned to expand and improve each member's service offering, through business marketing and financial advisory, resulting to cost savings and mitigation of revenue leakages.

This approach to strategic business engagements is one that Glatt Automotive, M.A.D. Partners and Barcode Creative aim to make successful and an attractive, value adding business culture to be adopted by other emerging SMEs.

## M.A.D. PARTNERS

Business & Financial Management Consultants.

Facebook: facebook.com/MADPartners.SD

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# OUR WORK



## PROJECT: VW Citi Golf

Job Detail: Repair Fender, Drivers Door & Hail Damage (Roof & Bonnet), Paint Repaired Areas, Custom Rim Job

## PROJECT: KIA Sportage

Job Detail: Repair Fender Damage, Replace Fender Skirting, Paint Repaired Areas



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# OUR WORK



## PROJECT: BMW 3 Series (E46)

Job Detail: Repair & Paint Entire Right Hand Side of Vehicle (Fenders, Doors, Windows, Rear Suspension)

## PROJECT: VW Golf VI

Job Detail: Repair & Paint Damaged Front Fender, Dented Drivers & Rear Passengers Door and Rear Bumper



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# OUR WORK



## PROJECT: Mitsubishi Pajero

Job Detail: Repair Front Bumper Beam, Repair & Paint Front Left Hand Fender & Front Bumper, Replace Grill & Headlight

## PROJECT: VW Golf V

Job Detail: Repair & Paint Rear Boot Lid, Replace & Paint Rear Bumper



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# OUR WORK



**PROJECT: VW Citi Golf (CitiROX)**  
**Job Detail: Rebuild Rear Right Hand Quarter of Vehicle**

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**PROJECT: Isuzu KB 240 Double Cab**  
**Job Detail: Repair Front Right Fender, Replace Bumper and Full Body Paint**





VIEW MORE OF OUR WORK & CONNECT WITH US  
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