

In this issue

Although it is true that there are many things in this country worth complaining about, there are fortunately many more to be proud of – not the least of which are our dairy industries and the products they produce.

As an accolade to this dynamic industry, the South African Dairy Championships recently held its awards dinner, honouring a host of South African dairy producers, both large, commercial enterprises and small boutique undertakings. Most of the winners of these awards also attended the SA Cheese Festival in the Cape and displayed their products to the public with well-deserved pride.

Speaking of quality and satisfied customers, the Consumer Protection Act (CPA) has been designed to ensure just that: quality products and well-served, satisfied customers. In this

regard, we bring you a trio of articles. Firstly, we look at the impact that the CPA will have on business and consumers.

We also look at quality as a business culture and customer service that will ensure customer loyalty to not only a product, but also to the company.

We also look at the responsible use of water as an essential component of production, particularly in the dairy and juice industries, where millions of litres of water are required from the farm to the final product.

The SASDT awards celebrate research contributions to our industries by students and were recently bestowed on three postgraduate students for research projects they completed in 2010.

For details on the criteria and the names of the winners, see elsewhere in this issue.

Bursting with essence

T +27 12 644 0334
 +27 12 644 0336
 E info@uniqueflavors.co.za
 www.uniqueflavors.co.za

Flavors
 Unique
 Fragrances

