



# NEWSLETTER

TELECOMS | CIVIL ENGINEERING | POWER SERVICES

## OUR MISSION

To become a power technology powerhouse in East and Sub-Saharan Africa by providing innovative engineering and technological solutions for power related problems, adding evident long-term value to our shareholders, employees and customers through continuous commitment to management processes and excellence in delivery

## FEATURES:

- MESSAGE FROM THE COO
- ISO CERTIFICATION
- LONGEST SERVING EMPLOYEES
- NEWL ACADEMY

## QUOTE OF THE DAY

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“If you have the right vision and you take the right steps, then success is inevitable.”

*Robert (Bob) William Collymore*

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## MESSAGE FROM THE COO

Dear All,

With the first half of 2019 completed I wish on behalf of NEWL Management Team to thank you all for the effort and commitment you have shown and continue to show on a daily basis in carrying out your individual and team tasks.

Your efforts contribute in no small way to the overall company performance and to ensure our client's and customer's satisfaction with NEWL as a key technology driven, trusted and reliable business partner in this dynamic and rapidly changing Telecom sector in Tanzania.

It is really great new to announce that NEWL team has achieved the **ISO 9001:2015** Certification after a long and intensive training & auditing period. A hearty congratulation to all the active participants and particularly the process owners and our internal auditors.

We are also much honored to acknowledge our longest serving employees Glory, Suzan and Edward and congratulate them for their many years in NEWL family. They are indeed an example to us all of loyalty, dedicated and trusted service to the company.

Finally, we are also very proud to acknowledge at this time all the trainees who have successfully come through our NEWL Academy over the recent years. In particular we highlight a number of our pioneer "Stars" Diana, Silas, Omary and Amiri who have all added in their own way to our overall company achievements

Looking forward to continued business success in 2nd half of 2019.

**"Our Safety Our Success"**

Ray O'Shea  
COO

### OUR VALUES

- Quality
- Customer Connection
- Integrity
- Teamwork

### KEY DEPARTMENTAL CONTACTS

- COO: Ray O'Shea
- Operations: Danson Okongo
- Finance: Stephano Migire
- Business: Isabelle Waweru
- HR: Joan Mamfere
- Security: Isdory Kihebwe
- Fleet: Abdul Naeem
- Workshop: Samson Peter
- IT: Ibrahim Mbuya
- Stores: Neema Baraka
- Administration: Suzan Lema



# ISO CERTIFICATION

We are proud to announce that NEWL is now **ISO 9000:2015** Certified!

A big congratulation to all the process owners who made this possible by their commitment and continued dedication to ensure the Quality Processes in their respective departments are written and followed as per the standard requirements.

We can only keep this certification if each of the certified departmental processes are followed therefore a call to all department heads and process owners to own this Quality Processes.





# LONGEST SERVING EMPLOYEES

**Name:** Mrs. Glory Minja  
**Position:** Senior Accountant  
**Employed since:** August, 1997  
**Employment history:** General Accountant

## How long have you worked at NEWL?

I have worked here for 22 years! I heard of an accounts opportunity in the company and applied for the accountant position, dealing then with gate passes and spares.

## What is your best memory in NEWL?

Seeing how much the company and its staff have grown. We have come a long way.

## How has the company changed from when you first joined?

When I first joined, we were at what is now our workshop, a single-storey building with a garage and storage sharing it with ELERAI. Now we have multi-storey buildings in Dar es Salaam, Arusha and Mwanza. We have increased our clientele and even grown beyond Tanzania to Malawi and Kenya working exclusively as NEWL.

## How has the working environment changed at NEWL?

In the beginning, NEWL shared its operations with ELERAI. Now we function independently, with our management team that has ensured we successfully move to where we are currently.

## What is the best advice you can give to those joining NEWL?

We have a very good team here that is more of a family. We should all make an effort to maintain this kind of relationship which keeps us going as work is very demanding.





**Name:** Mr. Edward Massawe

**Position:** Workshop Technical Advisor

**Employed since:** 1991

**Employment history:** Technical Manager, Field Technical Engineer

**How long have you worked at NEWL?**

I am the oldest employee other than Mr. Lema. I joined Northern Engineering as there was a vacant technical manager position and I took it. Back then Northern Engineering operated under the umbrella of its sister company ELERA, and I worked there as a technical engineer.

**In your 28 years at NEWL, what is your best memory?**

It has been seeing the company transition from having one office space, one storage facility and a small workshop to having multiple buildings in multiple locations and a huge fleet. I can never forget how we used to have metallic chairs with cushions for comfort and now we have very comfortable chairs which can recline and large desks to work on.



**How has the working environment changed at NEWL?**

Over the years, we have managed to get very well-trained technicians who have very good technical skills. We now do many types of jobs and this has helped us grow tremendously. With more training and experience fewer accidents have occurred. Also, more educated administration staff has meant that the company takes great care in insuring that policies protecting and enabling staff to benefit, such as OSHA and NSSF are implemented helping the company grow even further.

**What is the best advice you can give to those joining NEWL?**

Come to NEWL ready to have full ownership and full dedication to your job! Honesty and integrity should always guide your decisions as the company goes to great lengths to ensure that you have all the basic necessities such as a vehicle, fuel and airtime making it easier to work.

**What would you do to make working relations better?**

There should be an introduction of some sort of family day that would break the barriers between workers and allow them to bond. Even the introduction of some sports activities such as football, netball or running that would allow us to bond in a healthy manner.



**Name:** Mrs. Suzan Alfred

**Position:** MD Personal Secretary

**Employed since:** March, 2005

**Employment history:** Maintenance & Housekeeping, Storekeeper & Workshop Administrator

### **What inspired you join NEWL?**

There was a good opportunity to work and grow within a dynamic and growing Tanzanian owned company.

### **What is your best memory in NEWL?**

It is difficult to state one, but generally I would say it has been seeing the company's growth from operating only in Arusha to opening offices throughout the country, and even outside Tanzania, into Malawi and Kenya.

### **How has the company changed from when you first joined?**

We have grown from a Class III Electrical and Mechanical Engineering company into a Class I Electrical, Mechanical and Telecoms specialist company working throughout the whole of Tanzania, Malawi and recently in Kenya. That has been a huge development that has allowed individuals to grow and learn how to do several jobs with new built skills.

Technology has also had a huge impact on how we work. New innovations have made it possible for the execution and monitoring of work regardless of the location in the country and this has made it much easier to productively complete challenging jobs that in previous years would have been very difficult.

### **How has the working environment changed at NEWL?**

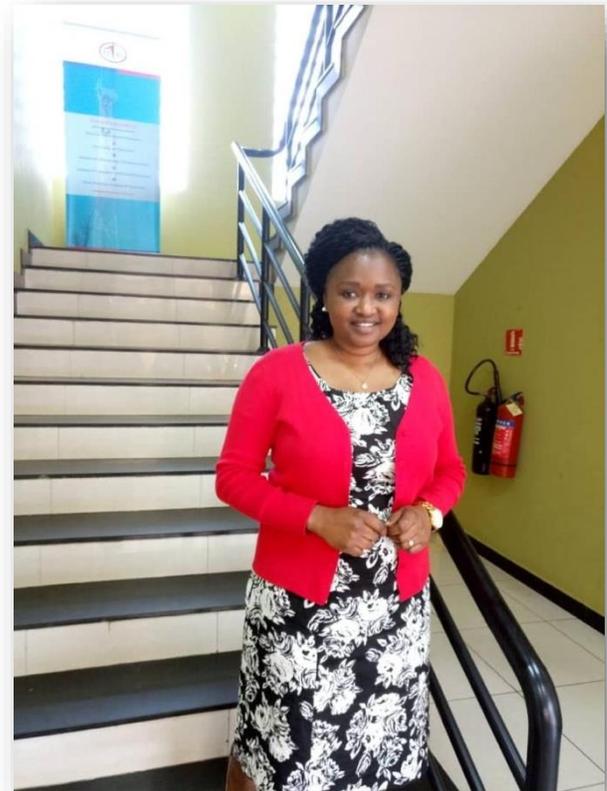
We have widened our operations to other regions in Tanzania besides Arusha and Moshi, and also in Malawi, and having a diverse workforce.

### **What is the best advice you can give to those joining NEWL?**

Be prepared to be positively challenged, to grow and work dynamically in a rapid changing market.

### **What would you do to make working relations better?**

I would say that we have a good team but we need team building activities to bring staff together more often. I would also like to show appreciation and acknowledgment to the field teams who are a key contributor to our success.





# NEWL ACADEMY

The NEWL Academy started in 2015 with a purpose to offer: on-field training in Mechanical and Electrical operations, Management Training, Leadership and Team Building.

Each year we take in as trainees and interns, young men and women from various universities and technical institutions such as DIT. Some have succeeded to secure employment within the company.

Today, we take time to appreciate their contribution to NEWL's success story.

Congratulations to our pioneers Diana Zumba, Silas Josia, Omary Chamosi and Amiri Issa Bakari!



Diana Zumba  
HTT Project Administrator



Silas Josia  
NOC Operator



Amiri Issa Bakari  
Field Technician



Omary Chamosi  
Field Technician/Engineer