

Continues Quality Management at Terra Nigra BV

Within a few weeks Terra Nigra BV has a progress audit for the first time since the ISO-certification in May 2006. During this inspection, certification company KIWA checks if Terra Nigra still works according to the international standards of ISO 9001.

In addition to checking if everyone follows the registered company processes, they mainly check if sufficient attention has been given to making structural improvements. Integrated audits are not only a measuring tool but also the foundation for continues improvement of the quality of our goods and services.



DP18 and DP30

At this moment some projects for improving the products and services for our customers are in progress. For example:

The development of direct rooted plants in coco plugs (DP18 and DP30). With these new products we can accomplish more economical plants of better quality. Some agents or sales representatives already had some shipments of DP18 or DP30. Next year we expect to replace all microplugs by these new plugs. We already use these DP18's for transplanting in Jiffy-6 and rockwoolblock 7x7cm.



DP18 in trays



DP30 in trays

Maybe you have noticed already, but Terra Nigra doesn't use any peat as a growing substrate anymore. Some time ago, we started using washed coco for all Jiffy plants and plugs. The main reason for this is the improved growth and the reduced threat of diseases, because we steam it before use and also because coco has a better drainage. Moreover, coco also is an environmentally friendlier product than peat.



Quality at Color Vision Roses

Our quality control manager and ISO expert, Edgar Dibbelink visited Color Vision in Kenya last month. Together with Terra Nigra's advisor Ernest de Boer, Edgar looked at implementing a related Quality Management System there.

For more information visit our website: www.terranigra.com



Cor de Jong working on arranging transportation

New faces at Terra Nigra



We proudly introduce a new addition to our sales team: Fabienne Groen, sales assistant and customer service.

Fabienne is 22 old and since a few weeks has been living by herself in Aalsmeer. Before working at Terra Nigra, she has worked for miscellaneous temporary employment agencies. Fabienne is responsible for order processing in the assigned areas. It is something she has no previous experience with, but she enjoys the job it a lot.

The implementation of a new system for transportation planning is another project. The main change is that all responsibility is centralised at one department, namely the administration department. They are planning and arranging all freight, inspections and documents. In addition, they directly give all foreign recipients of plants or materials the shipping details. This change makes the planning much more transparent than it was before, reduces the change of mistakes, and secures a complete information about upcoming shipments for our customers.

Also for you, agents and sales representatives, some things have been changed:

- Last year we started using standard year prices and other standards. After agreeing to this, we registered it in the Delivery Conditions.
- Most agents and sales representatives use our standard order forms, which gives us all necessary information to handle the miscellaneous requests promptly. If you don't use these forms yet, Fabienne or Liza will send them again to you soon.

Because of your help and feedback, we are able to show KIWA our structural improvements



Quality means to meet or exceed the expectations of the customer. That is why it is of utmost importance for us to receive your feedback and comments. An important tool for helping us with this is the customer-satisfactioncard that we include with each shipment. We highly appreciate it if you can encourage your customers to fill this form out and return it to us. Thanks!

Skype

Nowadays, it is possible to communicate through Skype. It is an easy, cheap and effective way to be in contact with each other. Some of you have been using this way of communication for a while and our office in Holland is planning to expand its usage. For more information, please look at their website at www.skype.com. Looking forward to seeing you at Skype!





Areamanagers

- **Han Hendrikse** (Terra Nigra BV)
- **Frank Combee** (Terra Nigra BV)
- **Richard Vermeer** (Terra Nigra BV)
- **Robin van Schip** (Terra Nigra BV)
- **Diana van Os** (Terra Nigra BV)
- **Ron Smit** (Terra Nigra Inc.)
- **Gidus Hopmans** (Terra Nigra Inc.)



Sales Assistance

- **Liza Wegman** (Terra Nigra BV)
- **Fabienne Groen** (Terra Nigra BV)

Areamanagers & Sales Assistance

The world map gives you information about the responsible persons of Terra Nigra's sales team for your area. For all your questions and remarks concerning order processing, please check the map and contact either Lisa or Fabienne. They will be glad to assist you.

Berry Verlaan is assisting our area managers as well as our sales assistants with the roses. Berry is working on rose licensing as well as promotion for the roses at the different shows and auctions.

Hortifair 2007

Terra Nigra won't participate with a booth at the Hortifair in Amsterdam this year. After receiving your feedback as well as talking to our customers, we decided to focus on our open house at the Mijnsherenweg in Kudelstaart. We are in the process of organizing a special event that will take place at the house show during the Hortifair and will inform you about the details next time. It will be something very special that you should not miss!

Last but not least...

For any questions or comments, please contact us at: info@terranigra.com or info@terranigrausa.com



Head Office & Showhouse

Terra Nigra B.V.
 Mijnsherenweg 23
 1433 AP Kudelstaart
 The Netherlands
 T +31 (0)297 56 41 16
 F +31 (0)297 36 88 53
 E info@terranigra.com
 I www.terranigra.com

Sales Office North and South America

Terra Nigra, Inc.
 4032 Foothill Road
 Carpinteria, CA 93013
 USA
 T +1 805 684 44 10
 F +1 805 684 11 70
 E info@terranigrausa.com
 I www.terranigrausa.com

Sales Office Africa

Color Vision Roses
 Flower Business Park
 PO Box 1994
 20117 Naivasha, Kenya
 T +254 725 852 896
 T +254 722 926 588
 E info@terranigra.com
 I www.terranigra.com

terra nigra



For more information visit our website: www.terranigra.com