



# Business Capability Statement

December 2017



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MEMKO is your premium provider of industry specific Engineering Services, Software Solutions and Training

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# 1. Company Overview

## Introduction

MEMKO's primary focus is to bring sustainable and measurable performance improvements to businesses through the integration of technology, training and process improvements.

MEMKO's services span multiple industries with a focus on business processes covering strategy, design and engineering, digital mock-up, product development, virtual process planning and simulation, and digital manufacturing.

With its origins in Aerospace, MEMKO has been operating over ten years with year on year growth due its ability to consistently deliver successful projects for its clients. Client success and a 'can do' attitude is what shapes MEMKO's culture and growth.

MEMKO's clients include small to medium enterprises as well as large complex and highly regulated businesses. MEMKO is proud to support many research and university clients with a combination of industry and market knowledge complemented by experienced staff and leading design, simulation and product development technology.

MEMKO is based in Melbourne Australia and has consulting, engineering and technical staff in locations throughout Australia as well as in New Zealand, and a technical development office in India.

## Vision, Mission and Values

MEMKO's mission is to bring sustainable and measurable performance improvements to complex and high performance operating businesses from Aerospace, Aviation and Defence to Architecture, Engineering, Construction, Consumer Packed Goods and Life Sciences through the integration of advanced technology and processes.

It is our goal to become a leading solutions provider and to:

- Be well-known for innovative and high-quality outcomes;
- Be well-known for customer satisfaction and loyalty;
- Maximise operational efficiencies; and
- Deliver sustainable business growth.

## Our Values

### Maintenance & Improvement

*Our business is always keen on providing the best services to our clients*

### Efficiency

*Our business seeks efficient and effective ways to solve problems, better serve customers and to remain responsible*

### Multinationality

*Our multinational team ensures a broad knowledge and enables us to operate internationally in various languages*

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### Knowledge

*Our staff have extensive consulting, engineering, quality manufacturing and management capabilities*

### Organisation

*Our business is well-organised in order to meet all requirements at the highest level*

## Associations

MEMKO supports many associations in the form of paid membership and in-kind support. MEMKO is a member of the following organisations:

- Submarine Institute of Australia;
- Victorian Defence Alliance – Land, Submarine & Maritime;
- Future Logistics Living Lab; and
- prefabAUS industry association.



Each year MEMKO sponsors and attends conferences and industry events across relevant industries and sectors.

## 2. Core Competencies and Achievements

MEMKO has a track record of implementing complex projects in diverse industry sectors with an extensive client base that includes large multinational and well-known organisations as well as Australian small to medium enterprises.

Our employees have extensive consulting, engineering, quality, manufacturing, software development and management capabilities and we can support businesses in matters relating to:

- Business strategic planning
- Technology planning
- Market development
- Product development and new product introduction – process and systems;
- Software applications for design, engineering, product development, simulation and digital manufacturing; and
- Continued engineering, regulatory and technical training

## Projects

MEMKO has delivered many business and digital transformation projects for its clients. Following is a high-level overview of recently completed projects without the naming of client projects due to their competitive and sensitive nature.

*3D modelling of a complex ceiling panel project utilising aerospace grade CAD and data management tools to deliver advanced project features within extremely tight timeframes – including automation to eliminate repetitive design, advanced parametrics, 2D documentation linked to the 3D model, and input to fabrication from the 3D model.*

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4D simulation of a proposed manufacturing operation including ability to run 'what if' analysis and optimise all processes prior to construction of the facility.

Implementation of an enterprise wide specification management and formula optimisation system for a large food and beverage company.

Implementation of product development and product lifecycle management solution for multiple customers in multiple industries, including aerospace, defence, asset management and manufacturing.

Project management of the preparation of training manuals for a consortium involving the defence force, major defence contractor and tertiary institution.

Design, engineering and oversight of the modification and fit-out of commercial and defence aircraft – multiple projects.

Customisation and implementation of an engineering document management system for the maintenance of a geographically diverse set of assets for a government department.

Development of an industry policy for Aviation, Aerospace and Defence.

Consulting for start-up business in the commercialisation of additive manufacturing technology.

## Quality Management System



MEMKO has implemented the AS 9100D / ISO 9001:2015 Quality Management System (QMS), accredited by Lloyds Register and utilises the processes, procedures and tools contained within its QMS to drive successful projects of all sizes and complexity.

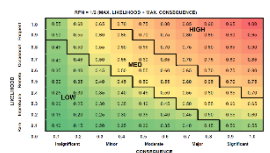
## Governance and Risk Management

Governance and risk management are an integral part of MEMKO's quality management system. MEMKO completes a feasibility assessment prior to commencing a project to ensure all risks are identified and that suitable resources are in place to complete the project. MEMKO maintains a Risks and Opportunities register and works with clients to monitor risks and convert them to opportunities that can add further value to current or future projects outcomes.

## Customer Service

Adopting Peter Drucker's well-known saying "If you can't measure it, you can't improve it", the monitoring and measurement of business performance via customer feedback is embedded in MEMKO's quality management systems and processes.

Customer service is one of the pillars that MEMKO's culture is built on.



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### 3. Clients by Industry

MEMKO customers include large household names as well as small to medium enterprises. Following is a snapshot:

Industry	Clients
<b>Aerospace &amp; Defence</b>	Australian Submarine Corporation, Airbus, Boeing, BAE Systems, DST Group, Quickstep, Textron, Lovitt Technologies and QinetiQ
<b>Architecture, Engineering and Construction</b>	AR-MA and AMSA
<b>Aviation</b>	Jetstar, Qantas, Solomon Airlines, Air Nauru, Skippers Aviation and Royal Flying Doctor Service
<b>Automotive &amp; Transport</b>	Holden, Toyota, Performance Wholesale, Bosch, Yamaha, MTM and Kadego
<b>Business Services</b>	Deloitte and QMI
<b>Consumer Packaged Goods</b>	Devondale Murray Goulburn and MeadWestvaco
<b>Industrial Equipment</b>	ANCA Motion
<b>Life Sciences</b>	Footwork and Seeing Machines
<b>Research &amp; Education</b>	CSIRO, Swinburne, RMIT, University of Melbourne, Curtin, Murdoch, Deakin, QUT and University of Sydney
<b>Utilities</b>	Energex and Optimal Group

### 4. Products and/or Services

MEMKO focuses on delivering practical advice and services directly aimed at causing business outcomes in line with its clients' vision, strategic direction and goals.

With a focus on front-end innovation, design, engineering, product development, manufacturing and sustainment processes, MEMKO has both the skills and experience to deliver successful outcomes for its clients, and has the track record to prove it.

#### Business Planning Services

MEMKO's senior staff have significant experience and track record in leadership roles prior to joining MEMKO. Our business planning services leverage that exact experience to achieve project outcomes for clients that create sustained value. Business planning services include:

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## Facilitate Strategic Planning

MEMKO's two-day strategy workshops are designed to create clarity and a renewed business focus designed to accelerate business growth.

## Process Review and Improvement

Increase efficiency without capital investment by realigning business processes and improving the communication and information flow within the business.

## Project Management

Implement projects on time and on budget. MEMKO has a track record for professional and on-time delivery of projects. MEMKO's experienced projects team is supported by quality management systems designed to reduce risk and produce successful outcomes.

## Accreditation and Certification Services

MEMKO operates in highly regulated industries and has experience at ensuring product design, engineering and development services consider the impact of industry regulations and certifications. MEMKO is also able to advise on the implementation of quality systems and standards.

## **Design and Engineering Services**

MEMKO utilises industry resources to supplement its existing design and engineering capability to provide the following services in the Aerospace & Defence; Advanced Manufacturing; Architecture, Engineering & Construction; Food & Beverage/CPG; Industrial Equipment and Life Sciences industry segments:

### Project feasibility and Risk Assessment Service

Fully exploring the commercial risks and returns for projects prior to significant capital and cash outlays ensures returns are maximised.

### 3D Design Services

Improve design effectiveness, increase quality and reduce time to market. MEMKO's design services take advantage of the most advanced tools available coupled with highly skilled design engineers.

### Design for Fabrication

MEMKO's experience in all elements of design through to manufacture means that design support considers the manufacturability of all designs at the early innovation stage such that return on investment is maximised.

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## Virtual Design and Process Simulation

Imagine improving the performance of a product or manufacturing service or entire facility prior to commencing the detailed elements of a project. MEMKO's virtual design services are designed to save its customers substantial time and money by doing exactly that – see it and optimise it before you build it.

## Manufacturing Optimisation

Far too often we see companies look to new equipment to solve a manufacturing output or product quality issue. Dramatically improve manufacturing quality and bottleneck issues by combining process improvements with state-of-the-art optimisation and simulation tools, designed to improve output without the need for significant capital outlays.

## Technology

Our technical capability is extensive and built on dozens of successful projects and a professional implementation methodology, supported by approved quality management systems and procedures.

MEMKO's Technology Services are designed to drive maximum value for companies wanting to improve the returns from technology in the product development areas of their business – including product design, engineering, digital mock-up, virtual process optimisation and simulation, digital manufacturing, Industry 4.0, and, product lifecycle management.

Our services include:

### System Design

To create a system design that delivers the benefits promised from a new system, the 'System Requirements' must be defined based on a knowledge of three things; 1) current process knowledge, 2) future state requirements, and 3) an understanding of how the new system works in operation. It is the combination of these three things that will produce the best results by defining an organisational structure that will take advantage of the benefits the new system has to offer.

### Technology Identification and Selection

Many new system implementations fail because of the selection process and a lack of experience and knowledge on how the system works in an operational environment. Maximise the chances of success by leveraging MEMKO's knowledge and experience at implementing

### Bespoke Software Development

Fill important gaps in your technology domain without the need for costly capital outlays by deploying MEMKO's technology team. MEMKO has a team of young engineers and technical development staff encouraged and supported by MEMKO's senior engineers and subject matter experts.

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## Implementation and Project Management

MEMKO has a track record of successful implementations and project outcomes, driven by a very experienced team and supported by proven quality systems and processes.

## Training and Support

MEMKO is a certified training organisation and applies its competency in this area to create a great experience for its customers with respect to the implementation of product development and manufacturing solutions.

MEMKO currently supports thousands of users from its corporate office in Melbourne and wholly owned subsidiary in India.

## Secure Cloud Services

MEMKO has an in-house cloud hosting service that supports government and non-government clients.

MEMKO's hosting environment is highly secure and is audited regularly. MEMKO has also been approved and audited to work in the security community approved for ITAR including meeting the requirements for a secure office environment and management of classified information.

## **Training**

Our training commitment is part of our belief that to optimise your business processes education is a key strategy to success. MEMKO is uniquely positioned to provide training solutions, tailored to your needs, in-house or on site at your facilities.

Our training is diverse and ranges from specialised industry requirements to the development of tailored training materials:

### Tailored Training Programs

Maximise the acceptance and efficient use of your current in-house systems by commissioning MEMKO's team to develop professional training material.

### Delivery of Certified Training Programs for Aerospace and Aviation

Includes CASA Design & Airworthiness Approval Regulations, Composite Structure Damage Analysis, Substantiation and Repair, and ISO 9001 and AS9100 for aerospace and defence suppliers.

### Certified Training Centre for Dassault Systemes'

MEMKO is a Dassault Systemes' certified training partner and can deliver training on a range of solutions including CATIA (all versions), DELMIA, ENOVIA PLM and the latest 3DEXPERIENCE solutions.

MEMKO will also tailor the delivery of these training courses to support specific operational requirements.

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## Industry experience

Our customers benefit from our knowledge and experience of working in different industry sectors, our associations and partner companies, and deep knowledge of design, product development and manufacturing.

MEMKO is engaged in the following industry sectors:

- Aviation and Aerospace;
- Defence;
- Advanced Manufacturing;
- Industrial equipment and heavy industries;
- Food and Beverages and packaging;
- Life Sciences;
- Architecture, Engineering and Construction; and
- Retail.

## 5. Contact details

MEMKO is a Melbourne based business with staff located in several locations across Australia and New Zealand. In addition, MEMKO has a technical development office in India, which enhances MEMKO's ability to deliver projects in Australia and internationally.

### Melbourne Corporate Office

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### Key personnel

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