

Case Study

TN Ceramics:
Achieving Excellence in Safety

Quality, Environment, and Risk Management with XGRC® Software



TN CERAMICS PTY LTD

INTRODUCTION

TN Ceramics, a leading South African ceramics manufacturer specialising in fire-assay crucibles, cupels, and fluxes, has successfully addressed complex compliance, quality, and risk management challenges by partnering with XGRC® Software and implementation experts **GRC Link**. Through the deployment of integrated **SHEQX®, ENVIRX, ERM, and ISO 9001** quality management system solutions, TN Ceramics has significantly enhanced its safety standards, product quality, environmental compliance, and enterprise risk management capabilities.

COMPANY BACKGROUND

Founded in 1998, TN Ceramics supplies critical ceramic products to major mining companies across Southern Africa. With an annual output exceeding 2 million units—scalable based on demand—the company serves a broad spectrum of clients in the gold and platinum mining sectors. TN Ceramics' reputation is built on innovation, quality, and reliability, underpinning its strategic goal of achieving operational excellence and global compliance standards.



OPERATIONAL CHALLENGES

TN Ceramics faced several key challenges on its journey toward operational excellence:

- Fragmented and manual data management processes
- Difficulty in real-time tracking of safety incidents, quality control issues, and environmental metrics
- Complex and time-consuming audit and compliance reporting
- Inefficient management of product quality assurance and ISO 9001 compliance
- Inadequate visibility into enterprise-wide risks

STRATEGIC SOLUTION

To address these challenges, TN Ceramics implemented XGRC Software's integrated modules—**SHEQX®, ENVIRX, ERM and an ISO 9001 quality management system**—with expert guidance from **GRC Link**, specialists in governance, risk and compliance (**GRC**) implementations. This tailored digital platform streamlines safety incident management, environmental compliance, enterprise risk oversight, and quality control processes.



"Implementing XGRC solutions with **GRC Link** transformed our approach. We now manage compliance and quality proactively, enhancing our operational excellence significantly."

Herford Dennis
Managing Director, TN Ceramics



IMPLEMENTATION HIGHLIGHTS

- Centralised, cloud-based system consolidating SHEQ, (Safety, Health, Environment, Risk and Quality Management)
- Real-time incident reporting via mobile applications
- Automated audit, inspection, and quality assurance management
- Comprehensive environmental monitoring and compliance reporting
- Robust enterprise risk management with dynamic risk resisters
- Integrated ISO 9001 quality management module for consistent quality assurance

RESULTS AND IMPACT

Following implementation, TN Ceramics achieved measurable improvements:

- **Safety Performance:** 30% reduction in safety incidents; 50% increase in proactive near-miss reporting
- **Quality Assurance:** Achieved ISO 9001 certification; 40% reduction in product non-conformances
- **Environmental Compliance:** 100% compliance in environmental monitoring and reporting; 15% reduction in energy consumption
- **Risk Management:** 40% reduction in high-priority enterprise risks through proactive mitigation
- **Operational Efficiency:** 70% decrease in compliance reporting time, resulting in significant cost savings



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Adelle Stander
SHEQ Manager, TN Ceramics

FUTURE OUTLOOK

Looking ahead, TN Ceramics plans to expand the scope of its XGRC solutions, incorporating predictive analytics and advanced sustainability modules. The ongoing partnership with **GRC Link** ensures continuous alignment with evolving global standards, particularly in support of ISO 9001 quality management objectives.



CONCLUSION

The strategic implementation of XGRC Software's integrated solutions has positioned TN Ceramics as an industry leader in SHEQ (Safety, Health, Environment, Risk and Quality Management). This transformation underscores the value of strategic partnerships and digital integration—setting TN Ceramics on a path toward sustainable growth, consistent product quality, and operational resilience.



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