



Stuck Finding Suppliers?

A buyer is looking for a construction company to build a revolving restaurant on top of a hotel. None of your databases or directories contains any listings that are this specific. You are very busy, and do not have the time or the resources to conduct extra detective work to find a supplier.

You feel overwhelmed!

You have provided a list of Canadian manufacturers of urea fertilizer to your client, who has an urgent need for the product. Your client faxes these companies requesting information, but receives not one response.

Your client comes back to you and wants to know "Why?"

Your client is a distributor who is seeking producers of brined shrimp eggs, but you are having trouble determining if there are any Canadian suppliers. You fax the trade lead to various Canadian government departments and agencies, hoping that someone will be able to find a Canadian source for you. However, your request seems to have fallen into some "black hole" because you get no reply.

What will you say to your client?

Answers **12**
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Overseas Operations Division

Some changes at headquarters

Over the past three months, a few changes have been made to the group that brings you *TCS International*, InfoExport, the Post Support Unit, Horizons, policies and guidelines, client/employee surveys, marketing advice and other tools of the trade.

Peter MacArthur was appointed Director and is assisted by Manon Cossais. While Roger Belanger continues as Deputy Director managing the Post Support Unit, Sylvain Fabi has been made Deputy Director for the Continuous Improvement Unit. Sylvain has been joined by Jacques Bouchard on secondment from Treasury Board Secretariat as Senior Advisor.

We are also happy to have on board Sheila Johnston and Victoria Coffin in the Post Support Unit. Other Overseas Operations members remaining in place are Gilles Potvin, Monique McGrath, Nancy McNiven and Jean-Louis de Quimper in the Post Support Unit and Louis Marcotte and Andrée Cooligan in the new (and improved) Continuous Improvement Unit. As always, TCS Overseas Operations welcomes interest from officers returning to Ottawa who might want to join us in support of posts abroad.