



THETFORD MANUFACTURING EXCELLENCE CLUB MEETING
THURSDAY 8th JUNE AT 14.45
WARREN SERVICES UK LTD, FISON WAY, THETFORD, IP24 1HT
MINUTES

1. Attendance

Richard Bridgman	Warren Services (Chair)
Ralph Burton	Breckland Council (Facilitator)
Ron Decelis	EEIA
Roger Moore	EEIA
Derek Killaspy	Fireworks Fire Protection Ltd
Mike Marshall	Parkes Products
Andrew MacAllan	Performance Plus Partnership
Brian Greengrass	SBS Ltd
Susan Glossop	Thetford Manager
Dave Rice	Trox UK Ltd
Dave Dixon	Garmet Ltd
Paul Nichol	United Forktruck Ltd
Andrew Howard	Goodwood Engineering
Stephanie Howard	Goodwood Engineering
Greg Gosling	Cromwell Group (Speaker)
Tony Henderson	Cromwell Group (Speaker)
Simon Best	Norfolk Materials Exchange (Speaker)

2. Apologies

Kevin Whitefield	Active Technologies
Lynne Wellbelove	Breckland Precision Engineering Ltd
Edward Rudd	C.S.I. Ltd
Graeme Werrell	C.S.I. Ltd
Charles Fenton	Click Clack Ltd
Ian Rudling	CNC Machine Tools Ltd
Ernie Panks	Dawsons
John Whiffin	Dawsons
Lester Sharp	Dawsons
Colin Wilmslow	Detail Plastic Components
Ray Wheeler	Guardline Technology Ltd
Sarah Johnston	Hayssen Europe Ltd
Oliver Booth	HMC Ltd
Nigel Clark	J A Clark & Co Ltd
Bobby McGregor	Jeyes Ltd
Lee Hunton	Machined Precision Components Ltd
Nick Overton	Machined Precision Components Ltd
Mark Duff	Multiyork
John Home	Parker Hannifin
Doug Berwick	Parkes Products
Rob Howard	PCT Ltd
James Grint	Peerless Plastics & Components
Gary Clark-Ward	Too Display Ltd

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Ken Rose
Chris Ward
Carol Hodges
Stephen Basey-Fisher
John Kennedy
Andrew Barwood
Bob Milton
Andrew Blades
Andrew Barnes
Trevor Webster
Anne Rivett

Wrightform Ltd
WT Atkin
JobCentre Plus
Century Logistics
Boniface Engineering
Bowles & Walker Ltd
Comtek Engineering
Glunz & Jensen
Powertrain Technologies
Baxter Healthcare
Helmsman

3. Welcome

Richard Bridgman welcomed everyone to the meeting at Warren Services and took attendees on a tour of the newly refurbished 30,000 sq ft factory.

4. Warren Services Ltd – Overview

Richard explained how the company was now moving forward particularly with additional employee involvement such as a new Works Council, a staff newsletter and a new profit related pay system. There is also a 'sick week' system under which if employees do not take any time off sick during the year they obtain another week at time and a half. There is a low staff turnover.

Warren Services is family owned and therefore the company is able to make decisions quickly. There are monthly directors meetings where capital decisions are taken. There is currently a £2.75m turnover.

How does Warren Services business plan?

Does not traditionally plan in long, medium and short term. Planning strategy has been to work with customers and develop from their needs, identifying and responding to opportunities as they arise.

Training?

Warren Services has taken advantage from a range of public funding opportunities available for training staff. Recently taken training grant from Breckland Council's Widen Your Horizon's project for Forklift training and also had received approximately £7,000 from EEDA's Towards 2010 programme. Richard recommended that businesses have application information ready for these public funded schemes so that when they come along businesses can take advantage of them immediately. Currently £120k has been allocated to Norfolk businesses from the Towards 2010 programme.

Hold stock?

Warren Services does hold stock and will continue to do so to meet the needs of the current customers.

5. Minutes & Apologies

Minutes from the previous meeting on 30 March 2006 were agreed and apologies noted.

6. Cromwell Group Holdings Ltd - 'sourcing, exchanging, disposing of redundant raw materials'





Overview of Cromwell Group

Cromwell's head office is at Wigston, Leicester which is a £10.5m building. Cromwell's is owned by individuals, and dropped the 'Tools' from its name four years ago due to the need to diversify. Cromwell is a total supplier to the engineering and manufacturing industry, both in the UK and worldwide.

Cromwell's are realise that these sectors need to reduce costs to their businesses and are moving more towards helping customers achieve this by providing education to customers of what products are available. Cromwell's can supply businesses as small as one man up to large worldwide companies. Cromwell's can take potential customers to the head office to show the industry how suppliers / consumables are changing. Cromwell's have a vested interest in helping the manufacturing / engineering sector.

- Market Requirements – Down cost programmes, service, quality, mgmt information, planned activities.
- Downcost areas – stock reduction, supplier reduction, admin reduction, measured programmes, continual improvement.
- Inventory control – Product identity, critical stock, non-critical stock, special/dedicated stock, redundant stock.

Greg Gosling (Director Eastern Region), Tel: 07885 819024, Email: goslingg@cromwell.co.uk

Venda 365 Supply System

A presentation and demonstration of a new vending system for supplies and consumables.

7. Norfolk Materials Exchange – 'Sourcing, exchanging, disposing or redundant raw materials'

- Norfolk's Materials Exchange Co-ordinator is Alun Housago
- Remit to recruit members, facilitate exchanges regionally and provide site visits
- Email: norfolk@eastex.org.uk
- Phone: 01603 222089

Simon Best (Assistant Business Coordinator) Norfolk County Council, Tel: 01603 638076, Email: simon.best@norfolk.gov.uk

8. Thetford Manufacturing Excellence Club Directory

Ralph and Richard showed a few copies of the directory in it's currently form with profiles for Parker Hannifin and Warren Services. Electronic information had been received from United Forktrucks and Hayssen. Generally members believed this was a good tool. Ralph explained that he would be happy to continue to compile the directory but members needed to provide their company information electronically or complete the blank template themselves. Ralph will circulate the template in MS Publisher and PDF format for members to either complete or send their company information back. This will be a gradual progress and any members having difficulty providing information should contact Ralph.

9. AOB

Ralph circulated some information about the Eurocom project, which is to help train employees in foreign languages and is funded.

Susan circulated some information about the Dragon Boat festival in Thetford and that there are opportunities for businesses to sponsor a boat and put in a team.



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10. Next Meeting

Richard thanked the speakers. The next meeting would be on the 21st September at the new Keystone Innovation Centre in Thetford.

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