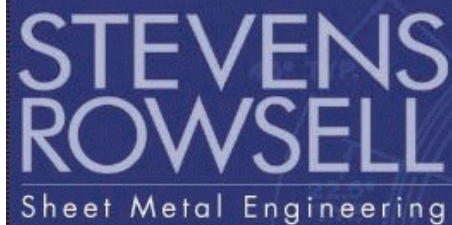




CASE STUDY:

HILLINGAR review and support to resolve on-going stock management and stock integrity issues.



HILLINGAR
TOTAL BUSINESS PLANNING

“In 2010 we were having significant stock losses and operational problems which were critically impacting my business’s performance and bottom line. We needed HILLINGAR’s help.

In 2011 Stevens Rowsell won the prestigious Best Business awards for Hastings and then the South-East. HILLINGAR is fundamental to this success.”

Albert Le Blonde
CEO

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The Company

Stevens Rowsell & Co Ltd are a privately owned, well established, precision sheet metal engineering and fabrication company manufacturing high quality components and products from a range of ferrous and non ferrous sheet materials. Stevens Rowsell operate from a highly organised and well equipped 20,000 sq ft premises in South East England, offering an extensive range of production capacity in laser cutting, punching, folding and welding.

They are a ISO 9001: 2000 Quality Management System accredited company. Stevens Rowsell are the winners of the 1066 and Southern 2011 Best Business awards.

The Context

Stevens Rowsell’s customers expect and demand consistent, high quality products and on time delivery performance. But stock problems were making these demands harder and more costly to achieve. For Stevens Rowsell’s future success it was critical to quickly get to the root causes and fix them. Only then could they regain the confidence of their current customers as well as developing an even stronger and larger customer base knowing that their business was resilient enough to take growth in their stride.

The Solution

A detailed two week review was carried out to identify and investigate system, process or stock vulnerabilities and weaknesses. From this review an Executive report was presented identifying areas of improvement and support, with a detailed and prioritised list of issues, solutions and actions in the following areas;

- ERP / business system setup and functionality (EPICOR and Sage)
- Shop floor procedures
- Stock management and control
- Purchasing

HILLINGAR then provided the expertise and additional resource to implement these improvements so the identified savings and benefits could be achieved.

The Results

By focusing on and eliminating the root causes of the problems, HILLINGAR worked with the Stevens Rowsell team to quickly regain control. On-going improvements have enabled them to regain that powerful competitive edge. The systems which were causing pain and confusion now support and drive the operations and management team.

Some facts behind the success:

- £19,000 reduction in material stocks in just 9 weeks. Savings continue to increase
- 20 fold reduction in Stock losses
- 44% of system information was inaccurate, this was eliminated and data integrity returned

The CEO’s response

We had identified that our stock issues were constantly getting worse but didn’t know where to turn. Due to their specialism in all matters relating to stock management HILLINGAR came highly recommended. Their approach was thorough, professional and friendly and were soon a trusted part of our team.

After the initial review we immediately started to see the real savings and benefits from HILLINGAR’s focused approach, detailed understanding and expertise. They quickly identify and tackled a range of technical and procedural issues. With HILLINGAR’s continued support, this then gave us the opportunity and confidence, to tackle and resolve even greater challenges, enabling my team to focus on driving our business growth and cost efficiencies.