



# We Love Solutions

## What we can do

### **Business planning**

assisting with the journey

### **Sales & marketing**

identifying how you can win business

### **Mentoring & coaching**

a listening ear with pragmatic guidance

### **Turnaround**

finding a way back to sustainable profitability

### **Systems**

sourcing and delivering IT solutions for advantage

### **Manufacturing & service improvement**

more for the same, the same for less

### **Compliance & standards**

quality, CE marking, environmental, H&S, cyber security, ISO and other certification

### **Management development**

improving your capability

### **Human resource**

managing your team effectively and legally

### **Succession planning**

a workable exit route and continuity for the business



**We have been serving clients for over 25 years,  
helping them get from A to B and sometimes  
assist them in deciding where B is.**

# **We Love Problem Solving**

## **Meet the Directors**



**Richard Garwell**

operational process improvement, strategic planning, coaching & mentoring, management systems



**Steve Palmer**

mentoring, strategy, business and financial planning, improving business and manufacturing performance through Lean, and Six Sigma



**Alastair Inskip**

CE marking and UKCA, developing, implementing and maintaining integrated management systems, inc: ISO 45001, ISO9001 & ISO14001

**The directors and their experienced team of consultants are able to offer friendly, pragmatic advice and guidance across a range of business areas.**

# We Love Personality

## Meet the Team



**Paul Fieldhouse**  
Consultant

sales and marketing and  
growing business through  
strategic planning



**Colin Stocker**  
Consultant

strategic, financial and  
business planning, human  
resources, business  
turnaround and mentoring



**Graeme Derby**  
Consultant

digital transformation, end  
user digital interface design  
and development, acquisitions  
and business sales, sales  
development



**Someone who can**

we have a team of  
preferred suppliers and a  
wide range of contacts for  
any business situation

**Our approach is to work with you and your team,  
complement what you already have in place and enable  
you to grow, overcome barriers and develop your own skills.**

# Manufacturing & Service Improvement

## Introduction:

Allaway Acoustics design, manufacture and install noise control systems across the world. As business has developed, there has been a need to improve manufacturing productivity whilst making it more agile in its ability to meet changing market requirements.

## What We Did:

- Worked with the client to establish and implement a manufacturing improvement plan covering 3 factory units
- introduced new automation, production planning and quality systems to support the improvement plan
- introduced improved management practices
- coached and mentored factory management and team leaders to be able to effectively implement the changes required

## Results:

There have been vast improvements in planning, visibility, stock control, communication and product quality. In one factory over a 2-year period, production increased 15% with a 36% reduction in labour input.

Other manufacturing & service improvement consultants:



Consultant Steve Palmer

*"Working with Steve has been so beneficial that what started as a short, fixed-term engagement has developed into an ongoing relationship, now into its third year."*

- Mark Saunders, Director



# Manufacturing & Service Improvement

## Introduction:

Alrose Products, based in Peterborough, are designers and manufacturers of gas springs and other motion control products. The company was under intense pressure, struggling to cope with a significant and unprecedented increase in product demand. They required support with increasing capacity, planning, and implementing improved processes, improving employee engagement and increasing productivity.

## What We Did:

- Trained employees/management team in Lean tools and techniques.
- Planned and implemented improvements to factory layout and introduced new production equipment.
- Introduced new systems and processes.
- Developed a quality management system and improved employee engagement.
- Rationalised inventory levels of raw materials, components and finished goods

## Results:

The company is now coping well with large orders, and there is a greater sense of harmony amongst the staff. Production operations are running more smoothly, and lead times are significantly improved.



Consultant Richard Garwell

*"Richard's support and guidance has had a tremendously positive impact on our business – his wealth of knowledge and experience has been invaluable – we could not have achieved our transformation without him."*

- Jon Aconley, Managing Director

**ALROSE**  
british gas springs

Other Lean and Problem-Solving consultants;



# Manufacturing & Service Improvement

## (Lean & Problem Solving)

### Introduction:

Bowman Ingredients are one of the UK's leading food coatings companies. A poor wheat harvest and a healthy order book had pushed demands beyond their manufacturing capacity. The company needed to change how they managed operations.

### What We Did:

- developed Value Stream Maps for three sites to understand business
- worked with customer service teams to map their processes and identify time savings
- developed forward strategy with CEO and senior operations managers

### Results:

The CEO was enthused about the opportunity to transform the business culture and performance. Customer services employees are motivated by being involved in improving their process. Also, a significant project has been agreed to engage the whole business.

Other Lean and Problem Solving consultants;



Consultant Steve Palmer

*"The Lean project moved the production planners and customer services teams from a position of difficulty, to one of positive outlook and performance."*

- Tim Mcewan, Head of Operations



# Compliance & Standards (Health & Safety)

## Introduction:

Blyth & Wright are a family owned business established in 1887, specialising in ironmongery, hardware, homeware and china. They had identified that the health and safety management system was no longer providing a benefit to the business or providing the directors with peace of mind that legal compliance was being met.

## What We Did:

- reviewed the hazards and risks within the business
- provided a structured management system with defined responsibilities
- provided a process for delivering ongoing improvements

## Results:

The business has a better understanding of the significant risks and the directors can more efficiently focus their efforts to improve occupational health and safety within the business.

Other health & safety consultants:



Consultant Alastair Inskip

*"Thanks to Alastair's expertise and support, we are now able to focus our efforts on improving health & safety within the business."*

- Chris Wright, Managing Director



# Mentoring

## Introduction:

Germain's horticultural facility based in Gilroy, North America was suffering from losses due to low prices and me2 product quality and service. Over a three year period, internal performance appeared to get worse as the culture came to accept the recording of issues was OK.

## What We Did:

- introduced non-conformance reporting
- changed culture to accept that honest reporting achieves improvement
- provided analysis of data and introduced root cause analysis
- agreed solutions that dealt with causes

## Results:

A customer survey demonstrated that quality and service had reached such a level that prices could be increased above inflation. \$1.6m can be attributed to this project. The site is now implementing a Lean program.



Consultant Steve Palmer

*"Steve is an excellent facilitator, he is trusted and respected by the entire team; the value we are getting from this project goes beyond the stated objectives."*

- Cathy Farr, North America Business Unit Director



Other mentoring consultants;



# Marketing

## Introduction:

Roythornes is a long-established commercial law firm with a historically strong presence nationally in agriculture and rural estates. Aware that there was a growing link between the firm's core business and the food supply chain, Roythornes called upon food industry marketing specialist Paul Fieldhouse to help with their planned growth.

## What We Did:

- worked closely with the firm's heads of food and marketing respectively
- established some clear terms of reference to outline a way forward
- appointed a specialist food industry PR agency
- obtained membership of a national food sector trade association
- established a program of new marketing activities

## Results:

The client is making serious inroads into the food sector and are using our expertise to support their marketing team and new business development for the future.



Consultant Paul Fieldhouse

*"As a result of Paul's contribution and help with both our strategic direction and supporting our marketing, I am delighted with progress and Roythornes are making serious inroads into the food sector."*

- Peter Bennett, Senior Partner



# Manufacturing & Service Improvement

## Introduction:

Germain's Seed Technology are a seed processing company based in Kings Lynn. Seed is pelleted to create a consistent particle for precise drilling into the ground. Due to tight tolerances, a significant process recycle was required.

## What We Did:

- the coaching and mentoring of Lean Six Sigma Black Belt Trainee
- involvement of operators and team leaders
- systematic problem solving method applied to improvement project
- use of complex statistical methods to truly understand and then optimize critical variables

## Results:

Recycle rates were halved and OEE (a measure of effectiveness that includes quality) increased by 48%. This enabled the business to produce on 12 hour Shifts rather than 24 hour shifts, saving £42k /annum.

Other manufacturing & service improvement consultants;



*"Steve has taken me to the next level by helping me with handling my team. If it wasn't for Steve I definitely wouldn't be where I am today."*

- Chris Dale, Performance Improvement Manager



# WLP

Helping Business Grow

# Business Planning

## Introduction:

Create Design approached us through the Growth Voucher scheme. They wished to put in place a plan to enable them to grow from less than £1m to around £3m over three years. This is while retaining good profits, ensuring the right systems were in place as it grew and making sure the management structure and knowledge were built to ensure continuity.

## What We Did:

We worked with the Managing Director to develop:

- a business plan
- a business model and financial forecasts
- a detailed action plan

## Results:

The practice is achieving the desired profit and cash flow.  
Putting in place the staff and systems required.  
Evaluating and training the managers.



Consultant Norman Wilson

*"We used our Growth Voucher with WLP. They did what they said they would do. The advice was good, and we felt we had chosen the right company to help us put together a growth plan for our future."*

- Matthew Williams, Managing Director

CREATE  
DESIGN + ARCHITECTURE

Other Business Planning consultants;



# Manufacturing & Service Improvement

## Introduction:

Structure-flex is a leading manufacturer of bulk packaging and vehicle tension curtains. They needed to improve manufacturing efficiency to be able to maintain a competitive edge against suppliers from the Far East.

## What We Did:

The WLP team guided the company to deploy Lean Six Sigma manufacturing techniques to:

- Establish workplace organization and procedures
- manage absence and improve process flow
- measure the feedback and ensure feedback for staff engagement

## Results:

With each operator able to see improvements plus a transparent bonus scheme to ensure that benefits were shared, Structure-flex achieved a 25% increase in efficiency which delivered £750,000 of benefits in just 9 months.



Consultant Steve Palmer

*"It was a big investment and it seemed expensive, but we wouldn't have got there without the help. It was a striking success."*

- Ian Doughty, Owner

*structure-flex*

Other manufacturing & service improvement consultants;



# WLP

Helping Business Grow

[www.w-l-p.co.uk](http://www.w-l-p.co.uk)

[enquiry@w-l-p.co.uk](mailto:enquiry@w-l-p.co.uk)

Wayland House  
High Street  
Watton  
Norfolk  
IP25 6AR

01953 822141