

Blackhall Engineering successfully assisted with business transformation strategy

About the company

Blackhall Engineering, a Brighouse based manufacturer, produces a range of fluid control valves. Whilst the business is classified as a 'valve manufacturer' it is more correctly regarded in the marketplace as a 'solution provider to the process, utilities and energy industries'. It's evolving into that of a Tier 2/3 supply chain business, commissioning and subcontracting components for assembly and high value adding activities.



About the support

Due to the evolution of the business, a cultural change is underway. A strategic plan has been developed and managers have undergone training in skills to support the future direction of the business. However, the challenge was to catalyse both the potential of the business and the new skills of the individuals to gain a commercial advantage and sought out help from the National Metals Technology Centre's (NAMTEC) Direct Company Support (DCS) Scheme in order to help them achieve this.

NAMTEC identified Brook Corporate Developments, a framework supplier to the NAMTEC DCS scheme, as the best organisation to assist Blackhall Engineering.

Shortcomings in the current use of management resource information systems were identified and solutions were put in place to resolve identified issues and to exploit opportunities for improvement.

Internal project teams were established who's organisational and development positions best matched each project. The existing software packages in use

within the business were reviewed to ensure their appropriateness in supporting business growth. Additionally, key business processes were identified and assessed to ensure that they aligned with the delivery of the overall business strategic plan, and processes and procedures were put in place to monitor performance.

The project has enabled Blackhall Engineering to better exploit both its technical and skill resources to deliver its growth ambitions and make a transition from a product supplier to becoming a solution provider. This is seen particularly important in the context of new overseas markets that are currently being explored.

"This project has made a real difference to the overall customer experience, on time deliveries have improved by 50% as a direct result. We now consistently delivery over 95% on time in full (OTIF) which is truly world class for a specialist valve manufacturer, consequently our customers trust us to deliver and growing the business has been transformational."



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