

## 2019 IS SET TO BE AN EXCITING YEAR IN THE HISTORY OF ALPHA ANODISING



### NEW JIGGING WORKSHOP

For those of you who have visited Alpha in recent years, you may remember that our Jigging area was located on the main factory floor. Over Christmas, we built a brand-new enclosed workshop area and provided purpose built new work benches for the jigging team. The new area is fully air conditioned and provides better lighting and working conditions for the staff.

**Shelley Woodward**, Customer Services Manager

Since early 2018 Alpha have been on a campaign to improve customer turnaround time and service satisfaction. To this end, there have been many improvements implemented and completed, as well as more planned, which have added to the overall experience of customers who deal with us. We hope our repeat customers have noticed significant improvements especially in our 'on time' delivery.

The introduction of our Customer Service Manager, Shelley Woodward, to our experienced management team, which includes our Sales Manager Paul Pocock together with our Production Manager Roland R'Oth, has brought about controlled and sustainable improvements to product quality, customer communication and delivery times.

We understand that, as a customer, finishing your parts on time and meeting your quality expectations is always your number one priority, so we will continue to raise the bar and strive for better during this year.

**Leslie Sharp**, Managing Director

## ALPHA MISSION STATEMENT

*'It is our goal to finish our customer parts on time, first time, every time.'* LS



## LIVE PART TRACKING

Over the past 6 months we have been quietly developing a live 'part tracking' system which utilises bar coding to track our customer parts every step of the way. This removes the manual T-card system which has been in place at Alpha for over 30 years. Since October, our project steering group has been working with the staff to undertake rigorous testing and training of the new system. We are now pleased to announce this investment, of over £30k, went Live on 4th January 2019 and the last T Card was manually raised and signed off a week later. Our staff are now fully using the new system. Going digital provides the business with limitless information to track parts, monitor capacity, productivity and accurately plan production using live data.

We believe that this investment will continue our goal of improving our delivery times for our customers and keep them better informed, as well as ensuring our quality is never compromised.

**Hannah Hill**, Compliance Director

## SECOND VAN, BETTER SERVICE!

Not only is this van now in our regular collection and delivery cycle, but the increased load capacity will help our customers by offering a service which omits the need to consistently use external couriers or delivery companies – which come with considerable cost and risk.

Rest assured, we will take care of your products during transit and ensure a friendly and efficient delivery and collection service.

**Paul Pocock**, Sales Manager

## ISO 9001:2015 & AS9100 D

During the summer of 2018, Alpha successfully upgraded to ISO 9001:2015 with flying colours! To this end (and no pun intended), we are also hoping to achieve AS 9100 D (Aviation Quality accreditation) this year, which we believe will cement our commitment to achieving and maintaining the highest levels of product quality whilst enhancing our customer focus.



ISO 9001:2015  
Certificate No. 1428-QMS-001



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