



## DURAWELD QUALITY SYSTEM

## Smart Presentation

The quality system used by Duraweld has been established to exceed ISO 9001:2008 and has achieved preferred supplier quality approvals following inspections from many blue chip companies such as Toyota, Nissan, Lyreco, Microsoft, and many Government bodies. We welcome visits by any of our customers to appraise our systems.

We operate lean manufacturing throughout the factory and Duraweld has adopted the Kaizen philosophy as a way of continuous improvement and organizing and managing our workspace and work flow.

Duraweld's whole operation is computerised on a seamless thread from the production of the quotation, receipt of your order, production documentation, delivery instructions and to final invoice.

All our production runs are recorded on computer with first off samples kept for 3 years with operator and supervisor signatures for each and every individual operation and batch quantity. We have full batch traceability for material and production operations.

Electronic records have been kept since 1991 for every quotation, order and communication, including graphics, print information, purchase and full ledger history.

Each customer is allocated a dedicated account manager who is their central point of contact. They represent the customer from enquiry stage, throughout the production process and beyond delivery. The account manager keeps in regular contact with his/her accounts and provides the company with customer feedback.

Following the delivery of every order an email is sent to the customer with a link to an anonymous customer satisfaction survey. Customers are encouraged to feedback on their experiences as part of our ongoing customer services quality improvement.

Our customer complaints procedures include the setting of individual responsibilities and full recording of the claim progression through to conclusion. Followed by an evaluation program to eliminate any repeats Our CRM package provides information on customer order patterns, communications, follow ups, opportunities and account information.

From October 2009 customers have been able to access their account online 24 hours a day to track deliveries, view account details and even design their own products online.

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All members of staff are responsible for quality and anyone can stop a job for a quality concern.

All suppliers are constantly evaluated (not just sent a vendor questionnaire) with an annual review.

We have bonded areas for non compliance control with rigorous procedures in place to ensure there is no contamination with good stock or WIP.

## **Duraweld Organisation MIS system to manage workflow**

We have a client server computer system running on the Microsoft Windows Server platform across two sites.

50-networked computers running Microsoft Windows Office software Our main MIS system is a full ERP software package called WinMan incorporating multicurrency accounting, MRP1 and MRP2, purchase ordering, payroll, sales invoicing, production systems including auto costing, job scheduling, CRM facilities and facilitates BACS payments.

This ERP software is highly configurable and is regularly amended and updated to meet our changing business needs.

All computers have permanent leased line connection to external and internal e-mail plus Internet access.

Our PrePress Department runs networked Apple Macintosh computers which are also permanently connected to our main network, supplemented with direct FTP access for transferring graphic files.

We have had an online web presence since 1995. Our main website interfaces directly with our ERP system for purchasing a range of standard, build your own, and customised products. Clients, with password access, have the facility to track order progression, stock availability, and account history through our online portal.

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