

Welcome to the **NEW** Quarterly 'Bankside Patterson Ltd' Newsletter - aimed to keep both customer's, suppliers and staff up to date with all developments taking place through the coming year.

May we celebrate an end to the recession in 2010

We should all be congratulated for having successfully navigated through a period of unprecedented turbulence in the markets we serve. We have all had to make some tough decisions in the last eighteen months but now that business activity is recovering we should not forget some of the principles learnt from recent lean times and seek to continue to monitor costs closely.

Bankside has always looked forward, seeking continuous improvement, and innovation has been a common theme throughout the business over the years: it is therefore very satisfying to see that quality recognised with an award in 2009 - but we won't be resting on our laurels, there is no better example of that than the current investment in our Solidworks CAD project reported elsewhere in this issue.

Another evolving theme is the need for companies to address the impact of their operations on the environment. Bankside is committed to best practice which is why the company is currently developing an environmental management system that will meet the requirements of ISO 14001. The adoption of this standard will impact on every aspect of our business forcing everybody to question current practice.

I find it so rewarding to work in a business as dynamic as Bankside, there is never a dull moment and now with this newsletter we will be able to share some of those achievements with you all.

Onwards and upwards.

Chris Adams
Managing Director

Our Achievements!

Bankside Patterson Ltd are delighted to announce that at the recent 'Insider-Yorkshire Growth 100 Awards' Bankside Patterson won the prestigious award for;

'Innovation'



Chris Adams Managing Director & Neil Taylor Sales Director being presented the award for Innovation

This category was sponsored by 'Yorkshire Innovation' and Bankside Patterson were among a shortlist of top Companies within the region that had been seen to promote an innovative way of working: through creativity, design, regulation and leadership, which encouraged and developed innovation throughout the company and kept a competitive edge on the market sector.

We are very proud to have won this award-Bankside Patterson's Managing Director, Mr Chris Adams states;

"We have spent the last 12 years constantly trying to find ways of differentiating ourselves and we've gone through successive rounds of innovation. We have

to constantly re-invent ourselves and that's why there is clear water between us and our competition.

The Growth 100 Awards are voted via surveys through the 'Insider magazine' which looked at statistical figures based on each companies growth throughout the last five years, then a judging panel makes the final decision for each categories overall winner.

For further information please do not hesitate to contact Bankside Patterson

**Neil Taylor (Sales Director).
Tel 01964 54 54 54.**

www.bankside-patterson.co.uk



Congrats!

to Debbie on reception from all the staff on the safe arrival of her first grandchild Alfie!

Who's Who! SPOTLIGHT

Nigel Hatch

Trainee Goods Inwards Manager

WHAT DID YOU JOIN
THE BUSINESS AS?

I joined Bankside Patterson Ltd in 2004 when the premises were based in Beverley as a FLT driver.

HOW LONG HAVE YOU
WORKED FOR BANKSIDE?

I joined the company in October 2004 and after moving to the new site in Brandesburton in 2005 I was then asked to work in the Goods Inwards department as the supervisor and I continued to do this role for approximately 2 years. I have now been promoted to the role of Trainee Goods Inwards Manager responsible for the FLT drivers and material handlers.

WHAT ARE YOUR PLANS
FOR 2010?

We are currently in the process of setting up a load allocation system serving all departments, and in the New Year the way in which we work will radically change introducing a new approach/philosophy to our methods of providing materials to the entire work force.

Bankside Training

At Bankside Patterson we believe that our staff are one of our most important assets.

We appreciate that the investments we make in our staff is also an investment to our customers and our future success. We therefore invest significantly in regular training through external tutors and in House training.

All our staff have regular performance reviews and we encourage learning and foster a culture of excellence. Part of the encouragement we offer is congratulating those who achieve new certification and attend training courses!

In this edition we would like to congratulate the following members of staff on completion of their training courses:

IOSH Managing Safely

M Brown
Operations Director

Mike Bibby
Operations Manager

Gary Teal
Chassis Manager

Pete Hrano
Transport Manager

Laura Neill
Health and Safety Assistant

Nash Docwra
Engineering Manager

Paul Casey
NGII/Vogue Manager

NVQ Level 5 Business Management

Alan Brown
*Works Engineer/Health
and Safety Advisor*

Fire Training - Theory and practical use of portable extinguishers

John Piercy
Chassis Dept

Alan Griffiths
Sub Assembly Supervisor

Andy Eccles & Paul Laycock
Engineering Dept

Mike Fenn
Maintenance Engineer

Paul Coates & Steve Suddaby
Frames Department

Marion Sabol
Vogue Department

James Place
Technical Department

Lucy Dixon
Planning Department



Welcome!

We would like to welcome the many staff who have recently come on board to join our teams in the Chassis, Frames, HD and Engineering Gangs – And congratulate all members of these teams, new and old, for meeting the ever increasing demands of our customers.

Your views are important to us

Over the coming months we aim to send out a Customer Questionnaire to further improve the services we offer.

We urge you all to take part as your views are important to us.

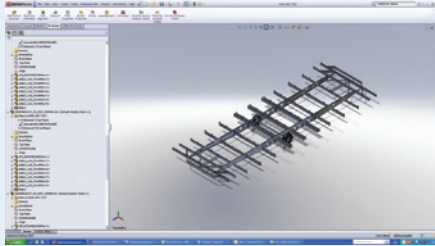
New Technical Expertise for Bankside Patterson

Solid Works Introduction

Bankside Patterson have always invested heavily within their technical department to provide our customers with an efficient and professional technical service – however, as we are constantly striving to be the best at what we do, and continue to push the boundaries of what is not only expected but offered to our customers. We therefore made the time consuming and costly decision to implement a 3D Drawing package (Solidworks).

Implementation of SolidWorks and its partner Driveworks, will automate the way in which our technical department works, from enquiry through to production information processes in a fraction of the time. Drawings and Bills of Materials will be produced by a few clicks of the mouse by simply completing a design (always customer specific) questionnaire. This will result in optimisation of design and the supply of a highly efficient solution.

Technical staff, Systems Analysts and our Production Engineer have all now completed intensive training and are now certified users of all the applications which Bankside Patterson have invested in. A result of the quality of training undertaken means that the vast majority of the set-up and development has been completed in-house and by Bankside Patterson employees



directly – so our skill base is of the highest standards, and we have a large and confident team to take this project live.

This has been an ongoing project for over 2 years now, and we are proud of what we have achieved so far and implementation is imminent. Customers will benefit greatly in our investment by the fact that processing of designs will be sleeker and turn around times will be shorter. This will not in any way mean product changes or disruption for our customers, however it will mean that you now will be able to share with you're customers things such as 'e-drawings' which can then give all parties concerned in our designs a much better perception of the product in which we are manufacturing.

For further queries on this article please contact Karli Petch @ kpetch@bankside-patterson.co.uk who will then ensure your questions are answered by our Production Engineer in due course.



In November 2009 we welcomed Miss Sam Chapman in our Accounts Department as an Accounts Assistant. Sam is interim cover for increased workload in the accounts department. We are pleased to say she has settled in well and is enjoying her new role.

New Year New Website

In 2010 we will be investing in updating and refreshing our website so please take time over the coming months to pay a visit to the website

www.bankside-patterson.co.uk



We will happily welcome any feedback you may have. Simply drop Karli an email ... kpetch@bankside-patterson.co.uk

ISO Accreditation

Bankside Patterson Ltd as a company have made huge steps towards reducing our carbon footprint – and this has taken us to seeking accreditation for the ISO14001 which is the environmental certificate.

Alan Brown our Maintenance/Health and Safety Manager and Laura Neil our Health and Safety Assistant have been tasked with achieving the accreditation. It is their intention to work to the same standards of organisation used when they achieved the ISO9001

accreditation with the help of a Management Consultants company. Gaining the ISO14001 accreditation would be a means of advertising the fact and demonstrating via certification our commitment to a new environmental statement and policy – for our customers, suppliers and staff. This would be a clear indication that we, as a company, are taking its environmental duties very seriously.

Watch this space for updates on how we are progressing with working towards the accreditation!



All staff at Bankside Patterson Ltd would like to send their special get well wishes to Phil Caine - it's not the same here without you and we do hope to see you back at work soon!

Our Journey to Utopia

3 years ago the board of directors at Bankside Patterson took the decision to implement an ERP system: EFACS.

A well implemented ERP system will provide everyone in the business with the information they need, when they want it, in a format that is tailored to the individual. This enables everyone in the business to make decisions based on facts because they have accurate timely management information. If the above sounds like Utopia, it is, ERP systems are notoriously difficult to implement and well over half fail.

So how have Bankside Patterson fared with their implementation?

I joined the company six months ago and one of my responsibilities is to ensure the business derives maximum benefit from the investment in EFACS. For this to happen I need to look at where we are today and where we want to get to, and then put a plan together to ensure the right actions are taken by the right people. My summary of where we are is that various parts of the system are being used, however they are happening in isolation, to gain the benefits we need to join the dots.

To gain the benefits we need to integrate the elements so they talk to each other and create a visible picture of what is happening in the business and what resources we need to satisfy customer demand in an efficient and effective manner.

How do we move from where we are to where we want to be?

By getting the right information into the system at the right time. Put like that it sounds simple, and it is, but the key is discipline, this must be done on time every time.

The first step in this journey is **Shop Floor Data Capture** and the company has invested in the equipment to make this happen. This will be implemented in February and everyone involved will be given the required training to ensure they know what to do, why they are doing it and receiving regular feedback so they can share in the progress that is being made.

I look forward to updating you all in the next issue, when I will reveal the next leg of our journey to Utopia.

Trefor Jones
Finance Director

Strapline Comp!

Bankside Patterson Ltd have invested heavily in their Logo and branding and this has now become synonymous with the caravan and steel frame industry. However in 2010 we would like to introduce a strapline to this also.

We would therefore like to run a competition over the coming months offering people the chance to enter their ideas/suggestions for a company strapline.

A strapline for any company should comprise of just a few words, but count for so much. Alongside our logo it will become our corporate identity and reflect our culture, values and expertise and be distinctive and memorable. As we all know in life; its no good saying one thing and doing another, so our strapline must fully represent what we can live up to.

Some of the best known straplines can be as simple as:
Tesco's – Every Little Helps!

There will of course be a prize should anyone come up with a strapline that is then selected and used –
A bottle of Champagne and box of chocolates.

Please send all your suggestions to Karli Petch @ kpetch@bankside-patterson.co.uk
The results will be announced in the 2nd edition of the Newsletter in May.

Welcome!

Mark Westoby has joined us as our new IT Systems Manager. Mark has considerable experience in supporting both networks & ERP systems, so we know he'll be a good fit for the culture of our business.

Get in touch!

Do you have an idea for an article?

if you wish to join the mailing list please send, in confidence, your email address to KPetch@bankside-patterson.com or pop into the main reception and leave your details there.

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