

# Case Study

## Franklin Windows & Conservatories

22 employees | £2.3m turnover | based in Leeds

### David Franklin, Director, Sales & Marketing

"MAS have provided Franklin with specialist manufacturing advice and support allowing us to expand our production capabilities at a time when our products have gained great interest in the market. Without their support, we would not have had the expertise or capability to respond to our customer demands over the last 12 months nor allowed us to undertake our ambitious growth plans for the next few years.

I would thoroughly recommend MAS to any other manufacturing business as with their direct support we have seen measurable and lasting benefits to our business."

### Company Profile

Franklin LLP is a bespoke design, manufacture and installation company providing windows, doors, conservatories and orangeries to residential and commercial properties.

A family business operating for over 30 years, the company has pioneered a unique patented Composite System combining aluminium exteriors finished to customer colour and style requirements with a natural ash hardwood internal structure.

Franklin's Composite system provides a superior quality product that offers affordable bespoke designs to clients. This is supported by substantially lower maintenance over a 20 year life compared to the more commonly used PVCu and hardwood installations.



### Background

Director Dave Franklin sought the help of MAS, through Dean Morgan of MCCR & Associates, the help improve the company's manufacturing capabilities and increase their Composite production.

The business had experienced rising sales demands over the previous eighteen months that eventually increased beyond the potential of the production plant. They recognised the need to start making fundamental changes to their factory layout, production methods and productivity means if they were to maximise the approaching opportunity for significant growth.

The company's priority in recruiting MAS was to help structure their operational requirements and resources to achieve a 3 fold increase in production output which would ultimately furnish their long-term expansion plans.



### Key Achievements

As a result of the 30 day operational management and workplace reorganisation project, the company has achieved the following:

- Initial output improvements allowing further sales of £600,000 p.a. to be achieved
- Value added improvements of over £200,000, made through improved productivity/materials management
- Structured growth through production allowing future output capabilities of +300% to be achieved
- The Production Manager and Installations Co-ordinator now have greater delegated powers to schedule production
- Clarity over customer requirements providing greater information to the production team, allowing improved responses to late changes

# Making it Happen

MAS consultant Dean Morgan, with the support of colleagues from MCCR & Associates, took the lead in pulling together a strategic project of work to improve the company's manufacturing capabilities and productivity of the Composite system, giving them the ability to make a drive into new markets.

He began by introducing the management team to a number of Lean manufacturing techniques that would help to improve their work flow and eliminate bottlenecks in their key business processes.

A new software package was then developed, providing production scheduling capabilities and allowing them to easily identify stock shortage issues. Process-stream mapping was used to identify stocking limitations and to establish all equipment throughput restrictions

A programme of weekly review meetings was established, focusing largely on production and installation. These meetings helped to clarify project status and gave the team the opportunity to review KPI performance on output requirements.

Employee participation was encouraged from all areas of the business, including the sales, production, administration and installation teams. This ensured that everyone was fully involved in the understanding and implementation of new processes, and helped to develop co-ordinated improvement strategies.

Together they began to make visible changes to the manufacturing area layout, which helped to improve workflow. Investment in new equipment increased the working space available for assembly and also for a dedicated wood profile cutting and stain treatment facility. This increased the throughput from typically 50m/day of wood processed to over 200m/day.

A number of new team members were introduced to the operation and were provided with comprehensive training and support to reinforce the changes that had been put in place. The full potential of the plant is now clearly understood and the company are able to focus on a structured output capability that can, through increasing the manufacturing teams as sales grow, meet sales of £5m+ in the next 3-5 years.

## What Franklin people said:

"By working with MAS we have reorganised the factory which has given us improved space, increased production output with the same team and introduced systems that make it easier for me to manage the team to meet sales demands."

**Chris Russell,**  
**Production Manager**

"The MAS project has given me far greater understanding of workplace capabilities that affect our ability to put additional work into the production schedule. This has allowed a planned approach to increasing our production response to our growing customer demands for the installation of far more window and conservatory projects."

**Chloe Patchett,**  
**Manufacturing & Installation**  
**Co-ordinator**

## About MAS

MAS is a national DTI initiative, delivering practical, hands-on manufacturing advice and expertise to help you improve your performance. Delivered by experts with real-life knowledge and experience, MAS has already given advice to hundreds of businesses in Yorkshire & The Humber. Why not see how MAS can help your business?

## For more information

If you feel your business could benefit from MAS, why not complete your details below and fax to us on **0113 368 5261**. You can also contact: [enquiries@mas-yh.co.uk](mailto:enquiries@mas-yh.co.uk) or visit the website [www.mas-yh.co.uk](http://www.mas-yh.co.uk)

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Name:	Job Title:
Company Name:	Nature of Business:
Address:	
Telephone Number:	Email:

I would like MAS to contact me to discuss (please tick box/es):

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Hands on manufacturing improvement       | <input type="checkbox"/> Product development              | <input type="checkbox"/> Continuous improvement             |
| <input type="checkbox"/> Technical and materials issues           | <input type="checkbox"/> Managing organisational 'change' | <input type="checkbox"/> Workforce training and development |
| <input type="checkbox"/> Lean manufacturing                       | <input type="checkbox"/> Process analysis                 |   |
| <input type="checkbox"/> Manufacturing control and factory layout | <input type="checkbox"/> Improving workforce productivity |   |

- ☐ I would like to join the Manufacturing Network and receive a free monthly e-newsletter about funding opportunities and events

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