

The best of the best

Working Together as Partners in Growth

R-Model & Light minds have pleasure in presenting to you a team of independent companies interested to promote partnering excellence in Wales

Is your business looking for a new direction?

Then take the journey to Junction42.

Through applying a fusion of the latest business practices and the principles of elite performance coaching, Junction42 is an innovative support service for companies seeking growth and profitability in today's globally competitive commercial world.

No longer can a business take its past performance as a model for future success or even survival; to compete, companies need to be ever closer to their customers, more innovative and able to communicate superior offerings to the market; better, faster and more effectively than their competitors.

These objectives are very difficult to deliver in the real world, where available resources are often severely limited.

To meet this challenge, companies need a focussed strategy, appropriate marketing tactics, supporting technology and skilled staff, to open doors and deliver real profits.

Ideally this would be driven by a dedicated team of experienced professionals in finance, marketing, technology and sales.

Large organisations can take such resources for granted, but at a significant cost, by employing full-time professional managers and expensive consultants.

So how can smaller firms ever compete?

How can they behave and profit like large organisations, gain the benefits, but also meet the cost?

Junction42 exists as a solution to this dilemma.

Working as a collaboration of experienced entrepreneurs, busi-



ness advisors, technologists and marketing specialists, we fully understand the limitations faced by smaller companies and therefore work in partnership with our clients, to maximise their business opportunities and gain competitive advantage within the constraints.

Often we achieve this through raising additional finance, developing improved strategies, introducing innovative marketing and sales practises and identifying supporting new technology.

But unlike traditional consultants, we also get fully involved in the delivery mechanisms by working alongside our clients throughout the process.

What makes Junction42 of real benefit to smaller companies is our flexibility to inject the appropriate additional resources into the business, only when needed and for as long as required, therefore gaining maximum benefit, but minimising cost and long-term financial commitment.

With offices in Swansea and Chepstow, we serve clients across South Wales, the Midlands and South West and offer specialist skills in supporting technology or high growth sectors.

Further information: Website - www.junction42.com Email - contact@junction42.com



Volatile schedules ? ERP payback below expectations ?

Going back to basics in MRP concepts and fundamentals will reap major rewards for a manufacturing business. Most modern ERP systems utilise the same replenishment logic as the MRP/MRPII systems of two decades ago.

Lindsay Harding Director of Hilf states "The business was set up having observed a knowledge gap with traditional MRP mechanics within industry. Sure the companies were striving for Lean Production, Six Sigma etc, but there was still excess and obsolescence being scrapped on a regular basis (the value usually hidden in some variance account somewhere), I could see some of this being unnecessary - reduce it and have an impact straight on the bottom line !

Sounds simple, the challenge is however to get manufacturing management to consider this - to most, MRP is considered old hat - we now run everything off kanbans because our Lean Man-



ufacturing consultants told us to do so' - well in some circumstances they're right - but usually a hybrid approach is necessary rather than a one size fits all solution - and the mix of approaches can change through product life cycles.

He goes on to say "There are numerous big companies out there which don't seem to want to admit to shortcomings in this area. Target marketing can be difficult - it's a matter of working with those who have realised that sometimes cascading down the high level strategy doesn't always fit with their team until the necessary lower level operational building blocks are positioned first to achieve the desired strategic objectives.

Also, giving upstream suppliers an appreciation of the causes of volatile schedules, reduces mistrust and frustrations contributing to genuine supply chain relationships."

Hilf Supply Chain Solutions works predominantly in the manufacturing sector - typically focussing on order fulfilment processes, demand planning, Procurement (particularly product sourcing assignments) and event management. The business will on occasion, work in consortium with other organisations and academics where it can assist in the provision of a more complete solution.

For example, whilst Hilf delivers Management Training in Supply Chain related issues, teaming up with Maple Gate has added a unique flavour of Customer Service to workshops for manufacturers.

For further information Tel :- 0870 206 4314 Email :- info@hilf.co.uk Website :- www.hilf.co.uk

What if: Your need to increase your sales?

What if: Your product or service needs marketing?

What if: Your Company needs technical business presentation?

What if: You need a business plan ready for presentation to a bank of financier?

What if: You need media advice and how to save costs?

What if: Your budget does not allow for the cost of these things?

Are you a small or medium sized company in Wales and need a sales or marketing person, but you are not able to stand the full cost of a full time employee.

Then What if marketing can help.

Employ on a contract basis fully experienced sales people, marketing researchers, or marketing expertise. You can hire for short-term projects, pay only for the time you need. Fully comprehensive no extras with rates from one week to 3 months.

The idea is to employ a salesperson, or marketing person to do the selling or marketing for you. You can employ the person with the skill you need for just as long as you need, could be a week on a specific task or up to three months if you need a sales campaign. Advertising agency costs are very high and so are consultants, the aim is to provide just what you need when you need it and you control the cost.

A new company set up to help Sme's on South Wales created to assist companies with limited budgets to get their product or

Unique North American training changing the face of the UK service industry

South Wales based motivational and customer service specialists MapleGate is on its way to record turnover this year. The company's unique selling point is North American style service training adapted to the British market place.

MapleGate was founded in 2000 by managing director Andrew Woods, a Canadian hotel executive who was surprised at the

difference in service standards between North America and the UK. Woods says, "We have come a long way in the UK but we still have further to go. High levels of Customer Service should be standard, not a hit or miss proposition."

The company has worked with many local, national, and international clients, including The Four Seasons, Raffles internation-

al, Malmaison, and Open and Direct Insurance.

MapleGate helps companies looking to promote cultural change and develop a positive approach to work.

Says Woods "Any service-based company that is willing to take on our unique style of training will see boosted profits through repeat sales and custom. We guarantee it!"

In early 2004, MapleGate began to franchise its courses under licence. The project has been extremely successful ... and after a rigorous training period a new wave of trainers is now spreading the MapleGate method.

MapleGate's programmes have changed considerably over the last five years. Our newest offering is a specialised "Train the Trainer" programme which eliminates the

need for external trainers by building your own customer service and motivational programme for your business and training key members of staff to deliver it.

For more information on corporate cultural change "Train the Trainer" or franchise opportunities, please contact MapleGate on 0870 350 1100, or visit our web site at: www.maplegate.co.uk

