

STRATEGY IN ACTION

1 2 3 CONTINUE TO ADD VALUE AND DIFFERENTIATE



Description

Our application engineering teams help to differentiate us by bringing fastener solutions to our customers at all stages of the build, from initial design to ongoing manufacture, whilst continuous investment has helped to build and maintain our reputation for high quality within the industry at a time when customers are beginning to focus more and more on this.

Our engineering knowledge and experience, supported by our high quality manufacturing locations, means we are able to add real value to our customers throughout the purchasing cycle. From initial enquiry and product development, through to ongoing supply management, we have the skills across the world to problem solve, and to drive efficiencies throughout the life of the build.

Our reputation in the industry for quality is second to none. We are known for our commitment and ability to go the extra mile for our customers, solving issues before they arise and stepping in where competitors have fallen short. All of this commitment is supported by established supplier networks and valuable licences that mean we can offer a full range of quality product to meet our customers' component requirements across a broad range of sectors.

Performance so far

Our application engineers have solved problems and created efficiencies for customers across all our sectors. We continuously undergo customer audits across our manufacturing and distribution locations. Over the last 12 months we have successfully passed our first Japanese automotive customer audit at our PSEP site in Malaysia, as well as an initial audit from a key new multinational OEM customer in America. In Taiwan, our latest customer audit result was 99.2% reflecting their well-deserved reputation for high quality, particularly within the Tier 1 automotive marketplace.

External recognition is also evident in the awards we have once again received during the year.

Plans for the future

Looking ahead we see investing in quality and engineering as an ongoing requirement, as the demands our customers place on us increase across all sectors of our business. We have a very strong foundation to work from, with plans already in place to continue to invest in and build our teams around the world.

In the medium term, we are looking to further develop our in-house technical and engineering expertise. A team will be pulled together, and will be further supported by targeted capital investments to allow us to better showcase our capabilities externally to customers, as well as to act as a training and go to problem-solving resource to further widen our internal knowledge and expertise around the Group.

Having already invested in our website and our cyber security in recent years, we are also in the process of reviewing our overall digital strategy and are expecting to make additional investment in this area over the next few years. Ongoing investment is expected in our external and investor website, our customer relationship and enquiry management capabilities as well as ongoing development and maintenance of our cyber security and global IT policies and procedures.