

Total Human Solutions



INVESTOR IN PEOPLE

THS HELPS MOULD GLAZPART WORKFORCE

Glazpart is a one-stop shop for the moulded plastics industry, from concept and design through to tooling and manufacture.

The company, with an £8.5m annual turnover, produces 250 million mouldings per year – ranging from glazing accessories, medical products and furniture parts to promotional items and plastic casings for high-end jewelled mobile phones that retail for £15,000!

Glazpart started as a family business 20 years ago and has grown steadily. The company's modern UK-based manufacturing facility is now supported by a team of well over a hundred staff.

Glazpart is currently developing allegiances with companies in China. It also has a sales and marketing office in Alabama and is distributing products to the USA on a weekly basis.

Operating in a fast-paced, competitive environment Glazpart aims to be a market leader in its field, developing long-term relationships with its customers through supply of stock or custom-designed products as well as delivering services of outstanding quality.

Providing staff with the right training to achieve these business objectives is regarded as a crucial investment.

Human Resources specialists Total Human Solutions (THS) has been providing 'bespoke' training courses for Glazpart for the past two years.

The courses are part of a rolling programme of training for middle managers and supervisors - with THS running courses on site every couple of months.

Glazpart's Operations Director Mark O'Mahoney says the relationship with THS has brought tangible benefits to the business.

"Once we've decided which course will be beneficial, THS trainers communicate directly with the candidates and do all the legwork."

Mark O'Mahoney - Glazpart



The structure of THS courses also saves the company money by being run on-site over one or two days

“Glazpart has a broad customer base,” he said. “We’re involved in five business sectors – fenestration (window products), toolmaking, bespoke technical mouldings, furniture and desking components and the promotional industry. We employ many engineers and other specialists with a wide range of skills and our business is very flexible.”



Mark O'Mahoney
Glazpart Operations Director

“The fact that we’re involved with so many different products is one of our biggest strengths and also one of our biggest challenges.”

“We have to deal on a daily basis with companies of all shapes and sizes, from sales through to design, manufacturing and dispatch.”

“Someone in a blue chip, pharmaceutical industry has a completely different way of communicating with us than someone making furniture.”

Glazpart staff have to be multi-trained and multi-skilled, to adapt to the different disciplines of making different products and also to deal with customers in different market places.

“It’s very important that our training regime is tailored to the nature of the business we’re in,” said Mark.

“Through the evolution of the company Glazpart has provided staff with training for the jobs they do – how to drive a

new piece of machinery or use some new piece of software. Now it's about them, making them more rounded as individuals."

"In modern-day manufacturing the tendency is to take on fewer and fewer people and, in many ways, expect them to perform better and better," he explained.

"We need to give our staff the 'tools' to deal with the nature of the business - to make their jobs slicker and easier in order to reduce the potential stress load."

THS was recommended to Glazpart by one of its consultants and worked with the company to tailor courses for its specific needs.

They focus on topics like problem-solving, making managers capable of leading from the front and mentoring their staff.



"The key thing is staff managing themselves and their time better, with more focus on performance - their own, their department's and the company's," said Mark.

"There are cost savings associated with that both in time and in efficiency. There are also benefits in better communication with customers."

"The courses also help us to communicate better within the company so that we work collectively towards a common goal."

The structure of THS courses also saves the company money by being run on-site over one or two days.

"It's intense training - snappy, short, formal, compact - unlike the training organised by some companies which involves taking staff away to a conference centre for several days."

"THS trainers live in the real world too, not corporate la-la land. They speak our language."

"THS trainers live in the real world too, not corporate la-la land. They speak our language."

"Training, to be effective, has to be put in a proper context. THS provides training that relates directly to the jobs people do."

The programme of courses through the calendar year is devised to suit the business and to get the best blend of people - usually five to eight on each.

"Once we've decided which course will be beneficial for which staff in line with our business objectives, THS trainers communicate directly with the candidates and do all the legwork."

"It's a real plus for us that THS takes over all the organising."

Mark is also impressed by the way THS provides on-going, one-to-one support for course participants. If a manager has a conflict with a member of staff, for example, he/she can talk directly to a trainer who will advise them on ways to solve the problem.

"We like the fact that THS offers a fully rounded service too. We know they're always there as a backdrop if we need advice, for example on an employment issue."

"There are many benefits for us in the relationship."

The courses also help us to communicate better within the company so that we work collectively towards a common goal.

He concluded: "It's a different commercial world than it was 15 years ago. In the 21st century we are trying to make our company leaner and fitter not just for now but for the future."

"Our staff are our biggest asset and our biggest cost. We need to make sure they are working as efficiently as they can and are in the right jobs so that they can perform to their maximum ability."

"Reducing our manufacturing costs and improving our efficiency will continue to be challenges for us. But the training provided by THS gives our people the tools to communicate with customers collectively and cope with the associated stresses and strains of the business."

"We like the fact that THS offers a fully rounded service too. We know they're always there as a backdrop if we need advice, for example on an employment issue."

About Glazpart



Glazpart lead the way in the design and manufacture of Plastic Glazing Accessories for the Fenestration Industry with specialised knowledge in Glazing Accessory and Ventilation products to suit most needs. Glazpart offer a full service to facilitate customers individual needs from concept and design through to tooling and manufacture - Glazpart's latest service is Surface Foiling which is proving to be extremely popular.

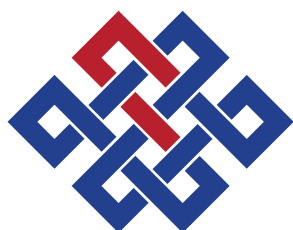
As well as the Glazing Accessories side of the business, Glazpart also offer a specialised Custom Product section that can supply plastic injection mouldings to your specific requirements. The Stock Component section offers a wide range of plastic injection moulded parts for the furnishing industry. To complete the services offered is the Promotional Products section that offer a range of items that can be used to promote your company.

About THS

Total Human Solutions delivers innovative managed HR and business mentoring services to companies throughout the UK.

With clients ranging from Doncasters Group to Carlsberg and the Welsh Assembly Government, THS was the first organisation in Wales to be accredited to the Investors in People Leadership and Management model.

THS has demonstrated their clear understanding of exactly how HR can truly increase the profitability of their client's business.



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