



Total Human Solutions



INVESTOR IN PEOPLE

FURNITURE MAKERS RATE THS SERVICES AS TOP DRAWER

Pinetum Manufacturing, based in Wiltshire, produces handcrafted, hand-finished furniture in oak and pine.

The company prides itself on design innovation and quality. It has developed 2,000 products – from its traditional pine Tuscan and Roman range to more contemporary designs - suitable for any living space from a modern city centre studio to a grand country house.

Established in 1989, Pinetum is run by brothers Dean and Richard Robbins. The company has grown rapidly to become one of the market leaders in the UK.

Pinetum (the Latin word for a group of pine trees) has an annual turnover of £10m, employs 100 people, occupies 50,000sq ft of manufacturing space at its Warminster base and creates, on average, 1,600 units of furniture a week.

The company opened its first international office and showroom in Poitiers, France last September.

Pinetum leads the market in introducing innovation while maintaining traditional build-values and quality of handcrafted furniture. Its products are sold in prestigious High Street stores such as Selfridges and Furniture Village.

Human Resources specialists Total Human Solutions (THS) provide Pinetum with managed HR services

“THS was recommended to us by our Health and Safety consultant and THS Managing Director Andrew Thomas came in to get a feel for the business and discuss our specific needs”.

Richard Robbins
Production Director - Pinetum



“I’ve found THS hugely supportive, honest and committed.”



and in-house training for groups of staff and on a one-to-one basis.

Pinetum Production Director Richard Robbins explained: “THS was recommended to us by our Health and Safety consultant and THS Managing Director Andrew Thomas came in to get a feel for the business and discuss our specific needs.”

The meeting led to THS providing a Human Resources Manager for one full day a week, with the team accessible on the phone for back-up all the time.



THS monitors and handles any area of concern for Richard in relation to issues such as staff discipline, attendance and so on.

“Examples of that might be dealing with conflicts between staff, or disciplinary procedures relating to quality or to someone not pulling their weight,” said Richard.

THS also works alongside Richard when he carries out assessments of the performance of staff on the shop floor. The company also maintains all Pinetum’s contracts, job descriptions and company handbooks, informing the management team of anything they need to be aware of in an HR context.

For Pinetum a major advantage of the relationship is THS's strength in depth – with different members of staff experienced in different fields.

“Last year, for instance, when we needed to focus on certain management problems on the shop floor, THS sent in someone with specialist knowledge to work alongside me to bring the managers in production up to speed,” Richard explained.

“The support THS can offer is first class - in fact, in many ways, it far exceeds our needs!”

In addition to Managed HR Services, THS also provides Pinetum with a flexible programme of training tailored to the company's particular requirements.

“We have staff here who joined as bench workers and have worked



their way up through production to become department managers,” said Richard.

“Their weaknesses tend to be in man management, production planning, team briefing, controlling and monitoring targets.”

“The in-house training provided by THS is designed to help them step across the divide.”

As well as running group training sessions in a classroom setting, THS also provides one-to-one mentoring relating directly to Pinetum's production needs.

“THS trainers talk the same language as the boys on the shop floor which is a big advantage in getting across the right information.”

“We have staff here who joined as bench workers and have worked their way up through production to become department managers.”

“We only arrange training as and when needed – there's no set programme. I just put a proposal on the HR Manager's desk and everything is organised for me. It might simply involve focusing on someone who is a little bit weak in one area of their work.”

He added: “The flexibility that THS offers is second to none. I'm a hands-on person. I'm on the shop floor every day overseeing production. THS has the HR expertise.”

“The level of service they give us for just one day a week (without even including all the additional back-up) is the equivalent of taking me or my assistant away from the workshop for four days!”

“Employing THS is 100% cost effective. We have never looked back since day one.”

Summing up Pinetum's relationship with THS Richard said: “I've found them hugely supportive, honest and committed.”

“Employing THS is 100% cost effective. We have never looked back since day one.”

"It gives me peace of mind to know that any concerns I have related to HR will be taken on board and dealt with effectively and professionally."

"THS sent in someone with specialist knowledge to work alongside me to bring the managers in production up to speed".

"I would highly recommend their knowledge and expertise to any firm."



About Pinetum

Pinetum was created by Managing Director Dean Robbins in 1989 who began by hand - manufacturing Pine Bookcases in a small unit in Sutton Veny, Wiltshire. Since then Pinetum has grown rapidly and incredibly successfully to become one of the market leading UK manufacturers of solid pine and oak wood furniture.

From its humble beginnings Pinetum now employs over 120 people and occupies over 50,000 square feet of manufacturing space in Warminster, Wiltshire. Indeed the demand for our products is so high that we now create over 2000 units of furniture per week in both Oak and Pine.

Indeed their success is not just limited to UK markets as demand for the company's products has now grown beyond these borders as they have just opened up their first International office based in Poitiers in France.

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 and Recruitment & Selection Model. THS is also committed to maintaining the highest standards of quality and is ISO9001 certified.

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



Total Human Solutions

Total Human Solutions Ltd
60 Springvale
Cwmbran, Torfaen
NP44 5BE

Tel: 01633 877688 Fax: 01633 877344
Email: enquiries@totalhumansolutions.co.uk
www.totalhumansolutions.co.uk