



Total Human Solutions



INVESTOR IN PEOPLE

TRIUMPH

Triumph, based in Merthyr Tydfil, South Wales, is one of the UK's most established and successful companies in the office furniture and storage business.

A family-owned business set up more than sixty years ago Triumph is famous for its technical and design expertise. Customers include wholesalers and contractors working on major public and private sector projects. The firm employs 400 staff, including 350 shop floor workers.

Triumph strives to achieve 'lean growth' – by focusing on what it does best while using outsourced managed services in specialist areas. Having successfully followed this route in the past with IT and distribution, the company turned to HR specialists Total Human Solutions (THS) to manage all its HR functions.

Triumph's CEO Andrew Jackson says one of the main advantages is the strength in depth that THS brings to the business.

The arrangement covers everything from legal representation to executive team-building, one-to-one staff mentoring and recruitment. THS has also helped Triumph to restructure its manufacturing operations.

THS takes an innovative approach to managed HR services and business consultancy, with the emphasis on integrating seamlessly into the client's business.

Andrew Jackson said: "THS provides us with a full-time HR officer, who to all intents and purposes is a member of this company and regarded as part of my team. The big plus is that in any major crisis she has the depth of THS behind her."

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Among the THS team, for example, are experts in employment law who last year successfully represented Triumph at an industrial tribunal.

Andrew said: “HR is such a minefield in terms of statutory requirements. In the past our own HR officers found it quite difficult to keep pace with everything that was going on. And, with the modern-day claims culture, you’re exposing yourself to risk if things aren’t done properly”.



“There was definitely a huge cost saving for us in being represented by THS. From past experience I know that when you start employing lawyers you’re facing bills of over £1,000 a day”.

“Traditionally our own team would also be distracted from their main purpose to brief the lawyers. On this occasion, because our HR Officer Kath Hayes was involved in management of the case and was working with her THS colleagues, a great deal of time was saved.”

THS Director Andrew Thomas added: “Many of the THS team have worked in HR in the tough and highly competitive automotive industry. We have a very broad knowledge and experience of employment law. Often at tribunals we are up against heavyweight lawyers - and we pride ourselves on the fact that we haven’t lost a case yet!”

THS is also making a major contribution to Triumph's future success by developing its executive team and helping to promote culture change throughout the business.

Andrew Jackson explained: "In five years we have had 100% change at the top of the business. THS Director Andrew Thomas is supporting us in our team-building activities. He has run several off-site training sessions, for example, covering topics such as leadership style and corporate values".

"We're trying to run corporate values through the business in order to create stability. I suppose they're basically Christian values – fairness, honesty, treating others as you wish to be treated, the concept that 'we can't win if you're losing'".

"We have been accredited as Investors in People for some time but we're coming up for reappraisal and it's something we're taking very seriously".



THS is well placed to help, as the first organisation in Wales to achieve the Investors in People Leadership and Management model.

THS Director Andrew Thomas explained: "The aim of the development programme we're running at Triumph is to make the executive team more functional – to work better together in order to improve performance.

"Ultimately we are trying to promote culture change. The long-term benefit of that will be improved employee retention and a reduction in sickness leave, which in turn will impact on production".

"THS is also responsible for finding new employees for the company - from senior management to the shop floor."

While Andrew is helping to develop the senior management team, fellow THS Director Gill Starkie is helping junior staff at Triumph to progress in their careers through one-to-one mentoring.

THS is also responsible for finding new employees for the company - from senior management to the shop floor.

Andrew Jackson said: "Recruiting anyone you don't know is a huge risk – particularly in senior management. The thoroughness of the THS approach helps us to control that risk and makes the whole selection process much easier for us. They've helped us to fill several senior and middle management positions".

"In terms of shop floor recruitment the environment in Merthyr is extremely difficult. We're increasingly filling vacancies with migrant workers from countries like Poland".

"In the past, to fill ten vacancies I would have to sift through a list of 100 applications supplied by agencies - and of the ten selected only five would work out successfully. It's a terribly depressing and demoralising situation when you have to put so much chaff through the machine to get the wheat!"

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THS also offers its clients business consultancy services and Gill Starkie, who has a Masters degree in manufacturing, has helped Triumph with its manufacturing targets.

Summing up the relationship Andrew Jackson said: “The whole business has greater depth thanks to THS”.

“Outsourcing works much better than having our own HR department. Kath Hayes is a department of one, with the knowledge and experience of the whole THS team behind her”.

“The flexibility of the arrangement and the cost savings are major pluses too – and the range of services THS provides are of the highest calibre”.

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About Triumph

triumph

Triumph today is one of the UK's most established and successful names in the furniture and storage equipment business. For over six decades, the company has been behind a truly comprehensive range of steel furniture. Our reputation has turned on technical and design expertise, reliability and service. Our consistent, long term commitment to high quality business practices, has led to Triumph's long term success.

Triumph brings an in depth understanding of key performance requirements on any major project. The combination of price, specification and time are crucial to any project's success. Triumph knows that clients should never be compromised in any one of these areas, if a project is to be delivered on plan, on time, and to budget.

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.



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