

There Ain't No Party Like A CIM Party.....

It had been a tough year for all of us this year, and it was time to kick back and enjoy the festivities. The Christmas party was upon us and (no pressure) it needed to be good. I think it's safe to say it was a SUCCESS! Staff Christmas parties are a great way to celebrate all the hard work carried out over the year and personally? I thoroughly let my hair down! Despite having the party on-site in an indoor marquee it was extremely impressive. When you got inside it felt like a completely different building, transforming the usually unattractive large grey area into a Narnia winter wonderland.

The entry to the party had a photographer to make it a bit more personal and give you a nice keepsake. I liked that, and I loved that I got a photo with my sister (yes...the younger better looking one of us). It was one of those rare 'dressed to impress' ones that ends up on your mantle piece for a few weeks or in my case the parents mantle. These photos can be found on the FGP Shared Drive/Xmas Party/Photos 2016. Make sure you have a look for yours. Local band Shooter as always performed above and beyond expectations getting people up out of their seats to dance the night away. With a little Dutch

courage (OK with A LOT of shots) I was throwing some moves with the best of them and boy can those Ramp lot move. The casino was a huge success as well, with crowds of people gathering around the tables to see who would be the biggest winner. I think perhaps on that one, I was the biggest loser but I'm told it's the taking part that counts. "You can't win them all", someone else said. The majority just told me I was rubbish and not to take up professional gambling. I've heeded that advice. HR's my thing. Despite an appalling hangover I had a fantastic time.

Thank you Cyrus for allowing us to follow our tradition of a Christmas party, and turbo charging it Systems style! Best we start planning next years.

Kerry Weaver
Head of PD and HSE
(Certainly NOT, professional gambler)



Will You Be My Valentine?

You've been warned! You've been reminded. And now you've even been given a helping hand..... You can't say we don't support you. VALENTINES DAY APPROACHES. So here's a few little ideas and cheeky voucher codes to treat that special person in your life, whether that be a significant other or your self! You deserve it.



T.G.I. FRIDAYS
2 course meal
For only £9.99
(Expires 9th March)

Book online at
Bookatable to redeem the offer: <http://www.bookatable.co.uk/tgi-fridays-deals?indirect=747>



11% off orders at Eflorist
(expires 31st March)

Use voucher code **VC11** at check out to redeem the offer

<http://www.eflorist.co.uk/>

Additions to the Team

The group would like to give a warm welcome to the 5 new additions to the team this month. I am sure you will all join me in wishing them well in their new roles and congratulate them on their successful applications. So, welcome:

Lee Dreger— Quality Engineer at FGP Systems Ltd
Neil McKeown— Special Projects at FGP Systems Ltd
Chris Sellman— Machinist at FGP Systems Ltd
Wayne Oldale— Inspector at FGP Systems Ltd
Kyan Rice— Support Operative at Ramp Surface Coatings



CURRENT VACANCIES



Tea break teaser solution



The Connector

Connecting CIM

25 Years Service

Nigel Pitman, Managing Director of FGP Systems Ltd

This year will be my 25th year at FGP, I started my employment on the 21st April 1992 as a manual miller. The Company name was Fine Grind Products and grinding was our main process accounting for approximately 70% of company turnover with manual turning and milling as support processes. Our largest customer was Smiths Hydraulics which accounted for around 85% of turnover, aerospace accounted for less than five percent of total turnover back in those days. The company comprised of approximately twelve personnel of which Paul Lewis was employed as a manual turner, the two owners Grant Leighton and Martin Short were at the helm. The company had no CNC turning or milling capability on site and the turnover was around £500k. The Company decided to purchase two CNC lathes which was when Steve Slade joined the company first time around. FGP Precision then purchased PBS Precision Engineering (1996) and amalgamated the two companies into FGP Precision in 1998 this brought with it CNC Milling and Turning capability and two new customers to our machining facility, FHL (Fairy Hydraulics) now UTAS Claverham and Honeywell Aerospace Yeovil. From this point FGP Precision evolved into what has been an extraordinary journey, Smiths Hydraulics outsourced all product to Mexico and low cost suppliers and dropped FGP as a supplier, however the aerospace business flourished and now accounts for ninety five

percent of FGP Systems turnover. Back in 2015 FGP Systems were purchased and resurrected by Cyrus Investment LLP, this relationship has been a real positive for the company, the employees and our customers which is developing our customer relationships into new and exciting areas of growth for all concerned so please let's all embrace change and enjoy the journey and look forward to the next 25 years.

When reminiscing it is always good to look back on the events that occurred in the year of 1992, I have attached a few below:

- UK Prime Minister was John Major
- UK economy was in recession
- Margaret Thatcher and Tony Foot resign
- Black Wednesday - UK Government withdrew the pound from the European Exchange rate Mechanism
- British Steel announces 20% production cut due to falling demand
- Charts number One was Deeply Dippy (Right Said Fred)
- Leeds United won First Division football league
- I was 26 years old – don't want to think too much about that fact !!!



50 Shades Of Grey

Derek Smith, Operations Director of Ramp Surface Coating Ltd

RSC have been working extensively in achieving the required Finish for the FGP Zodiac contract on Optima Tables. This has been "More than difficult" due to the lack of information available on how this finish was achieved. We were flying blind and have worked to create a process to allow us to work towards Production runs. Bringing the whole process in Group allows us to have more control of the product and support our Customer much more efficiently with delivery.



My thanks goes to the Operators who stuck to the task despite times when we were pulling our hair out, which is difficult when you haven't got any !!!!.

We will now need to boost the Team to meet output and look forward to the challenge of the order.

The treatment line is proving to be a huge asset to our customers and the award of Addition to Scope to AS9100 standard will put us in good stead for our NADCAP aerospace audit in May.

One Of A Kind

Derek Smith, Operations Director of Ramp Surface Coating Ltd

RSC Apprentice Daley Sampson shows his skills in processing his College project. The project was decided because it encompasses, plastic substrate, filling, priming and top coat. The processes that RSC carryout are so diverse the opportunity to have a In House trained operator is invaluable.



The challenge for most painters is that they come from the motor trade and the transition into Aerospace components coating with its strict operator controlled recording is not always something that can be achieved. Daley has been an exceptional Student and RSC hope that its growth can accommodate more apprentices that wish to have a career with RSC.

Daley is already competent

in many processes carried out at RSC and we believe that his apprenticeship at RSC will offer him a future in our compa-



The Lunatics Have Taken Over The Asylum

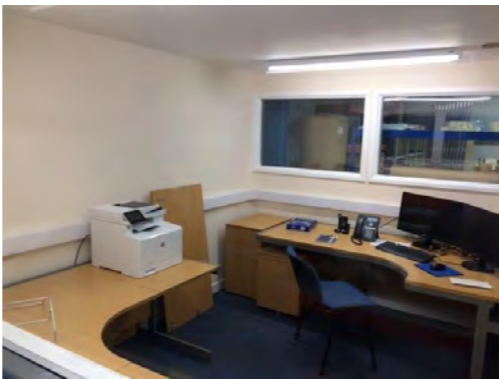
Derek Smith, Operations Director of Ramp Surface Coating Ltd

Finally the admin/management have a base to support the production at RSC Weymouth. It was important to get production operational first, but as this grows an infrastructure will be placed to allow the operation to run in Tandem with Yeovil, its production Hub.

Some of the potential contracts at Weymouth have been slow to mature but RSC are working tirelessly to ensure that Forecasts from Primes are adhered to.

On top of this we are exploring other long term, volume contracts that will see Weymouth RSC mature to the condition we forecasted for 2017. The small team we have in Place have performed well and we see this as our Major growth area for this year.

City Engineering have delivered the first TFA Astute submarine panel to RSC and we are offering a Group solution for this product, if we can crack this it will put Group in a fantastic place for Successor Submarine. Watch this space !!



Secret Seven

This Issue's Secret Seven Director is —
Stuart Lawrence Managing Director of Rhino Doors

Each month a different director is asked the same questions so you get to know a little bit more about them.



Stuart was asked:

Tea or Coffee
Coffee

Summer or Winter
Summer

Android or Apple
Apple

Favorite Film
Avatar

If you could be an animal what would it be and why?

Beaver. I love the water and love to build things.

If you could have one superpower what would it be and what would you do first

Not really a superpower as such but I have always thought it would be really useful to be able to communicate in any and all languages (read, write, speak and understand the spoken word).

If you could have dinner with any one in history who would it be and what would you eat

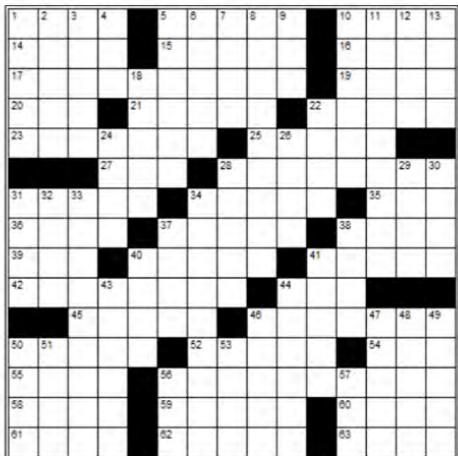
Genghis Khan. But only if my superpower was in place otherwise I would not understand a word he said. What would we eat? Whatever he slaughtered earlier in the day, I guess!



Tea break teaser

ACROSS

- Defrost
- Backward-looking
- Fraud
- Christmas season
- Hurt
- Vagabond
- Defensive
- Regrets
- Many millennia
- An edict of the Russian tsar
- Aches
- Smiled contemptuously
- Catkin
- Small portable bed
- Most cunning
- Trails
- Movie
- Half of a pair
- Pearly-shelled mussel
- Animal life
- A set of garments
- 2,000 pounds
- Affair
- "Beau _"
- Burdening
- Not high
- Blow up
- Link
- Chocolate substitute
- Unsophisticated
- Caviar
- Centers
- A certain cut of meat
- God of love
- Daisylike bloom
- Doing nothing
- Malleable
- Utilizers
- Sleeveless garment



DOWN

- Varieties
- A Great Lake
- Without company
- Damp
- An illegal enterprise
- Toward the outside
- Not that
- Exposing
- Lyric poem
- Decreased in size
- Gracious
- Foment
- Nonvascular plant
- European currency (plural)
- "Darn it!"
- Reflected sound
- Flexible mineral
- Catapulted
- Hissy fit
- French for "Head"
- Places
- Dwarf buffalo
- Dangerous situation
- Indistinctness
- Gymnast's feat
- Stitched
- Bungle
- Lost cause
- Rubbishy
- Admirers
- Made from apple juice
- Wear away
- Spirals
- Basic belief
- Masticate
- Emanation
- Kitty (poker)
- Letter after sigma
- 54 in Roman numerals

Getting Connected In The Middle East!

Mike Davies, Sale Manager of Rhino Doors

If you read last month's edition of 'The Connector' you will remember that Rhino Doors has undergone some major changes both in facilities and business strategies over the last six months. Our Managing Director, Stuart Lawrence, outlined the changes in his article, well here is a bit more news.....In October last year we moved into our new factory. Still based in Port Talbot, South Wales, our new facilities have given us a 50% increase in manufacturing capability, new office space for further expansion, and new computer systems. The effects of



all this change has had a real positive impact on everyone, the enthusiasm and positivity at Rhino is clear for all to see. Of course, to justify this increase in capacity and investment we need to continue the steady growth in sales and in new product development. The major change in our business strategy will see us focus on the non-traditional markets for Rhino. Historically, Rhino Doors has been the UK market leader in HM Government high security applications (CPNI), serving many MOD and military support bases as well as sensitive energy generation

plants. It is important to us that we continue to look after these markets, but also expand our network into more general security and high performance door markets. Late last year we launched our strategic export initiative targeted at the expanding requirements for our products in the Middle East. We attended a small exhibition in Oman, followed by the Big 5 construction specialist exhibition in Dubai. That later confirmed our preliminary research that there certainly is a good market to be addressed in



UAE and surrounding areas. Rhino received 14 live project enquiries at the Big 5 for a wide range of high performance doors including aircraft hangars, blast doors, fire doors and security doors. We are busy following up these live projects. To continue our push into the Middle East export markets, Rhino Doors will be attending a specialist architects conference and seminar in Oman in early February (partly funded by Export Wales division of Wales Government). We all know how important architects are to major projects, and we also know how difficult it is to get in front of them to present your portfolio. So, this intensive conference in front of the 80 leading

architectural practices in the Middle East is going to be extremely valuable to our long-term goals. To further capitalise on this new export initiative, we have also booked a stand at the Middle East Rail transport infrastructure exhibition at the beginning of March. This is probably the most important transport exhibition in the territory with all the major contractors and systems integrators involved. This is one of the areas where Rhino is designing new products to meet the specific challenges of the rail and transport market. As mentioned earlier, Rhinos new facilities has opened up the opportunity to develop new products and new processes to address these new markets. The addition of new engineers later this month will help expedite the new product development and testing – more of this next month. Our new factory also means that we now have the opportunity to invite existing and new clients to see how the doors are designed and manufactured. Next month will see visits from The Bank of England, the MOD, and a potential new partner from The Netherlands, amongst others. So, you can see there is a lot of exciting stuff going on at Rhino – the next 12 months will be interesting times for everyone at Rhino Doors, and as they say in the movies – Watch This Space!

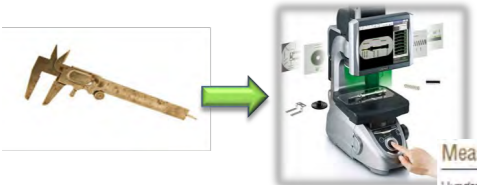


Pace Of Change at FGP

Gary Northway, Head of Quality of FGP Systems

Advances in Measurement Systems...from hours to seconds

FGP continues to advance with the times, not only with machine tools but we have now invested in 2 non-contact image measurement systems – the Keyence IM-6225. The Keyence works by placing a part on the equipment's measurement stage; once the part is in place it is immediately measured using a recorded image of the part.

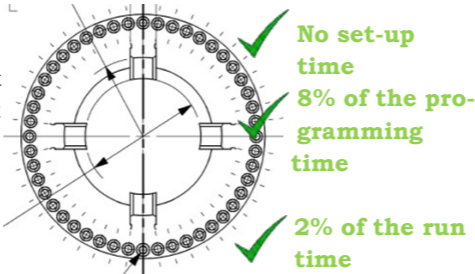


Measurement of up to 99 points with a single button press
Hundreds of measurements can be easily performed on a part with just one press of the button. Even if the number of measurement points is increased, the measurement time remains the same.

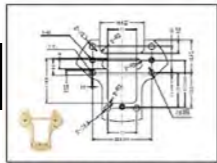
This allows for all features of a part to be measured simultaneously, resulting in a faster more efficient inspection process which in turn leads to shorter lead times on deliveries to the customer. Another benefit of this equipment is that it eliminates individual subjectivity of measurements. It has always been a historical issue that when 2 people measure the same part with a micrometer, vernier, shadowgraph etc. you will get differing results which can lead to uncertainty. This equipment will compliment our data management strategy using SPC data analysis to confirm process capability and reduce non-value added inspection.

The program run times are extremely quick in comparison to other measurement systems that we currently use.

For example:
Part No: 83589-82 Disc Locking



At FGP we are constantly looking to improve in all aspects of the business and work in a smarter, more efficient way. It is equipment such as the IM-6225 measurement system that is helping achieve these goals.



Multiple measurement points specified with a diagram



Hundreds of measurements with a single button press

New Operating Division

Ian Robson, Engineering Projects Manager of City Engineering

CITY ENGINEERING HEAVY FABRICATION DIVISION

In July 2016 City Engineering Systems (Bristol) Ltd (CESB) formed its Heavy Fabrications Division

HOW DID THIS NEW DIVISION COME ABOUT?

The directors of the CIM group saw the opportunity to enhance the offering of CESB), and thanks to their support and belief in the team, the enterprise has been up and running successfully since July.

WHO ARE CITY ENGINEERING HEAVY FABRICATION DIVISION?

A highly experienced group of individuals with a combined experience of almost 100 years, who have come together to provide a specialism in heavy fabrication work.

WHERE ARE WE LOCATED?

We are based in South Wales with national and international experience in heavy fabrication and have easy transportation access by road, rail and sea. Our workshops with capacity of over 40,000 sq ft are located along the M4 corridor in South Wales

WHO ARE THE PEOPLE?

In establishing this heavy fabrication division we have been able to hand pick a group

of highly skilled, experienced and committed individuals to support our business growth. The Business operation is led by Darran Periam – Operations Manager, Jan McPherson – Commercial Manager and Dafydd Johnston – Project Engineer.



WHAT SERVICES DO WE PROVIDE?

Fabrication & Welding of stainless and carbon steels and aluminium and other specialist alloys for structural, pipework and process applications.

Site services – Fabrication, Welding, Installation & Maintenance

Project Management

WHAT MAKES US DIFFERENT?

We are Collaborative, Innovative and Customer

focussed. In addition, we are able to offer our customers a group turnkey engineering solution with a wide range of Engineering capabilities on offer across the CIM Group

WHAT IS HAPPENING RIGHT NOW?

We have recently completed some prestigious projects. These include:-

- A transportation cradle for the marine sector of the MOD
- The supply and installation of stainless steel pipe systems for 2 new production lines in an International paper manufacturing business
- Architectural cladding & support steelwork for a multi-million pound residency in Belgrave Square, London
- Product development in collaboration with a recycling/machinery manufacturer for global distribution

STOP PRESS !

The team has also recently led the business through the BS EN 1090 accreditation process, which will enable us to tender and deliver CE Marked structural/support steelwork projects moving forward. We are awaiting formal review but are being recommended for accreditation by our assessor.

If you can help us grow this exciting new venture, or if you think we can work collaboratively together, we would be delighted to hear from you. You can contact us on 01639 874653 or alternatively email jmcpherson@cesb.co.uk

Employee Corner

This Issue's Employee Corner Author—
Ian Robson, of City Engineering Systems.

During the last year my sister Wendy fought a battle with Cancer and up until the end of January it seemed to be going well. Her situation changed however and from April the cancer took hold, she deteriorated quite quickly and passed away in May.

In her last few weeks Wendy was fortunate enough to get a place at the Sue Ryder St Johns Hospice at Moggerhanger, Bedford. We will forever be thankful for this. The place is fantastic, the staff are friendly and welcoming and the care and support given was beyond anything we could have hoped for. Wendy knew she was well cared for there and felt secure and comfortable. Given the opportunity to spend her last few days at home she declined saying she wanted to stay there and she did until she slipped peacefully away with her family around her.

Whilst in the hospice I saw a poster for a Fundraising Trek to climb Mount Kilimanjaro. After Wendy passed away I wanted to do something to help the Sue Ryder organisation as they gave so much to us and cared for my sister so well. After receiving unanimous support from family and friends I bought my ticket and signed

up, with some trepidation, to do the Trek.

I had some concerns. Firstly, to take part you have to raise a minimum of £3250.00 which seemed a huge sum to achieve. Secondly, Kilimanjaro is an extreme challenge and I was concerned about general fitness and the impact of altitude on my capability. Fundraising and training started in earnest!

On boxing day I met the rest of our team of 8 for the first time and we set off for Tanzania. We immediately got on really well and great friendships were formed during the Trek.

We signed into the Kilimanjaro National park and started walking on the 28th December, camping each night on the mountain. On New Years Eve we left camp in the morning, climbed the Barranco Wall and walked all day. After our evening meal and a rest we sang Auld Lang Syne at midnight and the set off on our summit attempt. What an amazing sight - hundreds and hundreds of spots of light from head torches disappearing high up into the clouds in front of us. We made Stella Point at 8.20 in the morning. Through the night I saw amazing determination with people fighting tiredness, sickness, the effects of altitude and the cold. We pushed onto Uhuru Peak, the highest point for a

short celebration before commencing our decent back to camp to arrive at midday for a short rest before continuing to a lower camp. Five out of our original eight, including myself, made to the top. However it wasn't for want of trying that the others didn't make it. We walked out of the Park on the last day after an amazing experience and with wonderful memories.

Whilst I was away people continued sponsoring me and I have now raised over £10,000 for Sue Ryder. Clearly well over the £3250 target that initially concerned me. I can't thank everyone enough for their generous and willing support. My fundraising page, which is on Virgin Money Giving stays open until the end of March so my total may still increase.

If you would like to donate then either search for me by name on Virgin Money Giving and or use this link - <http://uk.virginmoneygiving.com/IanWRobson>



RECENT NEWS

Congratulations

Congratulations to Lewis Knight and Kynan Brian of FGP Systems for the successful completion of your probation.

Promotion

Congratulations to Craig Phillips of FGP Systems on his promotion to Business Development Manager we wish you all the best in your new role.

Promotion

Congratulations to Danny Rendell of Ramp Surface Coatings on his promotion to Masking Cell Lead we wish you all the best in your new role.

Promotion

Congratulations to Craig Falconer of FGP Systems on his promotion to Manufacture Engineer we wish you all the best in your new role.

Congratulations

Congratulations to Nigel Pitman for reaching 25 years of service at FGP in April.



Want to say something special ? Email kerry.weaver@fgpltd.com to include your message in the next issue

Am I Crazy or Is This A Hot Topic Right Now

Hayley Bell, PD & HSE Director of FGP Systems Ltd

Mental health problems cost employers in the UK **£30 billion pounds a year** in lost production, recruitment and absence. The statistics say that 77% of people in the UK have experience symptoms of poor mental health, with 57% having on-going psychological symptoms such as depression, stress and anxiety in a working lifetime. That means in the CIM group alone, at least 150 people could suffer at some point with a mental illness while under our care. And we do have a duty of care. With over 63% of people sat in those statistics claiming *work* to be a mitigating *cause* of the problem you have to admit that an employer that chooses not to address the problem are setting themselves up for an unhappy, un-productive and in-effective workforce. It's easy to see where the £30 Billion is being lost, and I'm sure no MD on the planet would be letting that figure slip off the bottom line. But the crazy thing is, many are.....

Despite 60% of board members across England feeling they have in place a robust system to support mental illness, the figures tell a different story. And the reason is not poor systems, but a lack of visibility into the true extent of the problems within their businesses. With mental health being such a delicate subject many sufferers choose not to talk about it, particularly when it comes to informing line managers. Suffering in silence see's the problem manifest into what is often perceived as a capability issue and many employees have reported being disciplined or even dismissed due to actions arising from mental health problems they have never openly declared. It's a lose lose situation for both employee and employer. Earlier on this Month Theresa May pledged to tackle the 'Stigma' of mental health. She is expected to announce new initiatives for schools

and employers to provide mental health support as well as plans for new alternatives to hospital treatment. So what does this mean for us?

If we don't use the support on offer and begin to change our mind-sets on the issue not a lot. If we don't commit and promote a safe and understanding environment for our staff and colleagues to start to encourage them to come forward and tell us what they are struggling with, those losses will keep coming. This is exactly what FGP are trying to promote. With the new Revision D AS9100 Aerospace Standard placing more emphasis on employee health and wellbeing a lot of time and resource is going into new initiatives to drive the business culture down the road of excellence with regards to support, team work, effective management, engagement, employee growth and health. From a canteen that offers healthy choices, to a Kaizen system which allows employees to take control of the improvements that will change the way they work, we aim to integrate and motivate our staff to ensure we have a happy, healthy, productive work force. But we need your help. YOU can make the difference in your workplace. YOU can change the way you think about others and change the culture of the business. Is your neighbour acting differently? Have they seemed down or distracted? How could you support them, engage them, make them feel like coming to work tomorrow? Whether it's making them a cup of tea, or getting them involved in a new exciting project, you can make all the difference. We want our employees to be happy. After all, we know you are our biggest stakeholders.



The Cradle

Ian Robson and Dar, Engineering Projects Manager of City Engineering Ltd

During August 2016 the Newly formed Heavy Fabs Division of City Engineering Systems (Bristol) Ltd received an order for the manufacture of a bespoke transportation cradle. The cradle is used for handling and transportation of a piece of specialist marine equipment from its place of manufacture to a Dockyard outside of the UK for installation onto a ship.

The scope included fabrication, welding, non-destructive testing of welding, load test, shot blast and paint finishing, dimensional inspection and delivery. Although the cradle was required to be manufactured to general fabrication tolerances as detailed in client supplied specifications and drawings, there were more tightly toleranced details to be achieved associated with the mountings / interfaces to receive and support the specialist equipment for transportation.

City Engineering Heavy Fabs planned every stage of manufacture and implemented a number of key processes to drive accuracy of build from initial



material preparation through to completion. This methodology ensured that the cradle could be manufactured safely, to the quality required and at competitive cost. Some of these processes were new to the business. Laser cutting of the large box and channel sections had probably the biggest influence on the accuracy of the build and therefore the success of the project. The laser not only cut sections accurately to length but also produced the complex angles required. This drove accuracy of the cradle build, reduced fabrication time dramatically and ensured the tight tolerances required were achieved. Welding processes were chosen to minimise the number of times the Cradle had to be re-positioned during welding and which also minimised heat input and therefore reduced the risk of distortion affecting dimensions. The project was completed to programme in December 16 and delivered in January. At 5m in width and 8m in length the Cradle created quite a spectacle and unfortunately no doubt, a little congestion and disruption for a short time particularly as it moved through narrow streets on its journey to its destination .



The Power of Team Work

Paul Clark, Operations Director of FGP Systems Ltd

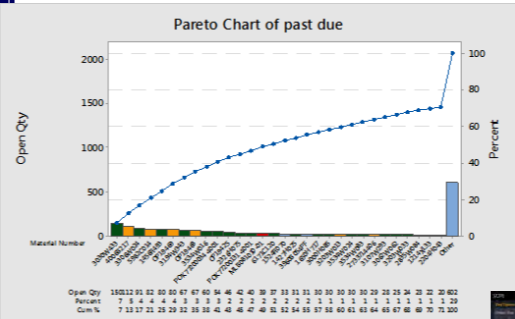
In Q4 of 2016, FGP faced a huge challenge in terms of meeting key customer delivery demands including past due recovery. This included multiple customer site visits in determining both Root cause and robust corrective actions to ensure normal business conditions were achieved. For 7 weeks this also included onsite representation of the customer.

Delivery Performance

PERIOD	SCHEDULED QUANTITY	RECEIVED EARLY	RECEIVED ON-TIME	RECEIVED LATE	TOTAL REQUESTS (Number of)	SUCCESSFUL FILLS (Number of)	% OTTR (PO Line Fill)
2016	7,904	474	4,211	2,323	896	1,350	1,027
2015	14,458	132	12,444	1,881	1	1,795	1,020
LAST 12 MONTHS	12,468	524	7,696	3,351	897	1,736	76.94
LAST 6 MONTHS	5,951	390	3,112	1,556	985	1,004	79.1
LAST 3 MONTHS	3,291	289	1,224	880	892	351	39.4
SEP-2016	1,300	67	401	154	645	242	171
AUG-2016	1,292	138	654	623	712	112	68.0

Delivery performance was showing a **14%** reduction from 2015!

Past Due level



Past Due @ **200k** circa **2000** parts + **11** parts identified as critical to customer build plan.

The worse place to be!!



Customer

For obvious reasons this down turn in performance was having a negative and costly effect to both the customer & FGP Systems and by default, putting at risk our current grow supplier status.

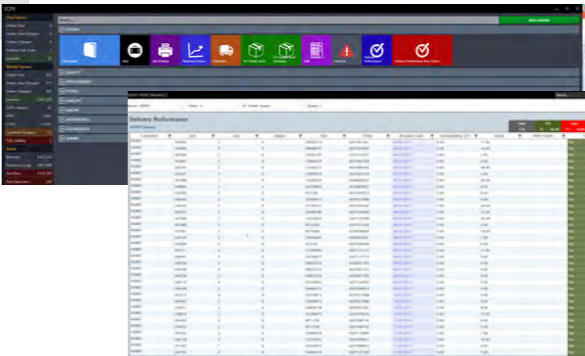
By adopting a DMAIC approach to problem identification and applying the appropriate six sigma tools such as 5 "Y" / FMEA standard tools used by the customer we were able to identify multiple failure modes. The application of these techniques offered great confidence to our customer in reaching and in some instances advising full robust solutions to both customer and FGP Suppliers to mitigate repeat.



OP18469											
AREA	DATE	BY	REV	DESCRIPTION	STATUS	DATE	BY	REV	DESCRIPTION	STATUS	DATE
INITIAL REQUEST	18/09/16	1	1	Initial request for parts	Open	18/09/16	1	1	Initial request for parts	Open	18/09/16
REQUESTED PARTS	18/09/16	1	1	Requested parts for production	Open	18/09/16	1	1	Requested parts for production	Open	18/09/16
PRODUCTION	18/09/16	1	1	Production of parts	Open	18/09/16	1	1	Production of parts	Open	18/09/16
DELIVERY	18/09/16	1	1	Delivery of parts to customer	Open	18/09/16	1	1	Delivery of parts to customer	Open	18/09/16

So what Key activities identified via the FMEA either have been taking or are planned to be actioned? And what effect has this had to date? See below list of example of key events.

- Material provisioning policies adjusted
- Contract renewal process lessons learnt by customer
- Business operations system (SCIP) enhancement's
- Manufacturing methods improved
- Value engineering suggestions tabled with customer (surface treatments)
- Batching & make to stock policies adjusted
- Creating Customer dedicated manufacturing Cell's

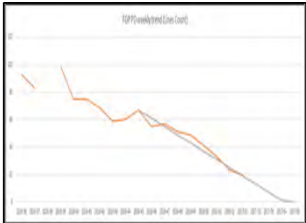


Results to date:

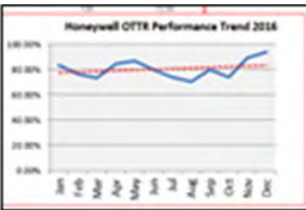
- * Now deemed a strategic partner with the customer that will allow planned & future growth.
- * Delivery performance exceeding recovery plan December @ **94%**
- * Past due performance exceeding recovery plan > **83%** reduction from November baseline.
- * All **11** parts subject to third party escalation are now fully cleared



Stock past Due Trend



Line Past Due Trend



Delivery Performance Trend

In summary:

The take away here is, the pace of recovery was driven by a team fully supported by an open minded Customer when

armed with factual information were able to make informative decisions. This ensured the multiple root & contributing causes identified could be addressed.

Initially both FGP & the customer had to adopt some very tactical behaviours and short term action plans to drive recovery for year end. The team's dedication & desire to clear the backlog has been recognised and appreciated by leadership

of both companies. FGP's proactive "can do" approach is now the blueprint for the customer in developing a management operating system to apply within the supply chain as necessitates.

The unconditional support by Cyrus leadership has paved the way for more strategic improvement initiatives to be actioned. This without doubt will mitigate / reduce re-occurrences going forward. The strategic changes made to date will benefit FGP's entire customer base.

