

# The Connector

Connecting CIM



## A Year In Group

**Derek Smith**, Operations Director at RSC Ltd

Firstly after a great first year RSC, as you might have noticed, has re-branded, we are no longer branded as Ramp Surface Coatings Limited, but RSC LTD. This was purely a Business decision to allow us to have our own identity in the Aerospace and Defence Marketplace, I believe this will be welcome for a number of reasons and look forward to pushing on.

Where did that year go, RSC has now been in

Group for a year.

The stability of RSC was our first priority and we had to work very hard in the first few months to regain the approvals that we needed after becoming a new Company.

That done, we then had the challenge of engaging with Group on the introduction of internal work, not without its challenges !! We are now heavily involved with supporting our Sister company FGP Systems on a daily basis. Just to emphasis the length of time it takes to regain a Primes approval after a name change etc., RSC have just been awarded Leonardo Helicopters accreditation which has taken exactly 12 months, we now need to work towards building a relationship with them and hopefully attracting their supply chain to return to RSC for their Surface Treatments re-

quirements.

May sees PRI returning to RSC to fully commission all the Treatment processes to Aerospace Approval standard (NADCAP), this will again open new income streams and allow us to full utilise the whole Plant. RSC will also be exploring the addition of new processes at its Weymouth branch to allow re-

stricting logistics on some Projects that would better suit WRSC. RSC have recruited 3 new operators to boost the treatments department and are expecting to recruit again shortly to allow further growth.

We have seen the first orders on a possible 6 year contract for Ballistic panel painting for the Scout reconnaissance special Vehicle, and also have started colour Anodising for optical equipment for the Hollywood Film Industry.

Thales have approved us for new Masking and Treatment on another new Project which could also offer good growth prospects to RSC, so we are extremely optimistic that this will come to fruition. RSC have also embarked on a 5s programme which we will need to sustain, The workplace is our shop window and we have not had the resource previously to allow us to really address this, the nature of our processes are messy so a constant battle is needed to allow the best working environment. We are striving for World Class standards, and I am confident that RSC can continue to deliver.



**Paul Clark**, Operations Director of FGP Systems Ltd

Taking data directly from  
both customer reports /  
FGP's MRP as you can see we

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**Information - Account Management – Customer Dashboard**

Company & Owner

Delivery Day Plan

Company Status KPI

Delivery Status

Past Due Status

# A Poetic Construction From The Lad In Production

**Paul Thompson**, Sheet Metal Worker of City Engineering

I work in engineering,  
At City Engineering,  
Where quality items are made.  
Skills unsurpassed,  
Jobs built to last,  
With a future to upgrade.  
Our laser, programmed with precision,  
A haeger, where bushes are driven,  
And a team, who are keen.  
We all pull together,

When under pressure,  
Because that's how we've always been.  
Our quality has no compromise, so we you can trust,  
A high grade of know-how,  
This is a must,  
We are of excellent calibre,  
Also our stature,  
For new and existing customers to entrust.  
The guys are eager, put us to the test.

A venture with effort, that's our quest.  
We'll work well for you,  
This we'll pursue,  
And on completion it will be a great success.



## Employee Corner

**This Issue's Employee Corner Author— Ben Farmer**, Apprentice of FGP Systems.

Since August 2013 I have been serving as an apprentice with FGP Systems Ltd. FGP currently has 14 apprentices training 5 days a week including 1 day studying at Weymouth College. I started the apprenticeship straight out of school with not much experience, but driven to learn about engineering. FGP has prepared me for a long career in engineering and given me the opportunity to grow and go in the direction engineering is taking me.

Being an apprentice at FGP is immersed in support to help us learn and grow as engineers. I've seen a massive amount of support from everyone in the company to learn and progress. Including the amount of funding directed towards the in-house training school for apprentices.

I am in my last year of my apprenticeship and because of this support, I have managed to achieve a Level 2 in a BTEC and NVQ at College and just about to finish the Level 3 equivalent as well in November 2017. Going for-

ward talks are already happening with college to get me enrolled to do the HNC for the next 2 years which would be taking a big step in the right direction for me.

I honestly couldn't fault my apprenticeship with FGP it has honestly gone above and beyond what I accepted it to be and I couldn't be happier where I am at the end of it. I thank all the people who has taken their time to teach and guide me in my apprenticeship. I hope all the best for the ones coming through the process knowing that all the hard work pays off at the end of the day.

Out of work I serve as a volunteer for South Western Ambulance Service as a Community First Responder. This role includes me to respond to 999 and 111 calls. I do this role purely for my own enjoyment of being able to help where I can. The NHS is under more pressure than ever because of the ageing population and in response to this volunteers like me are looked upon much more to save costs in the system. I work alongside ambulance crews and para-

medics of Dorset which do an amazing job when it comes to doing the best they can when emergencies happen. When coming into contact with the patient I assess the situation, provide immediate first aid if needed, and establish the patients previous medical history and crucial details for the ambulance when they arrive. I go to accidents and emergencies which include breathing difficulties, cardiac arrests, unresponsive patients and loads more. I do this role purely for my own enjoyment of being able to help where I can. There is never a call the same or a dull moment and I'm overwhelmed that I can be a part of such a good team of people that really make a difference across the UK.





## RECENT NEWS

### Promotion

Congratulations to Chris Hunter on passing his probation period and for his promotion to Cell Lead

### Well Done

We would like to say a big well done to Nathan Pavey for passing his Level 1 Erowa training

### Congratulations

Congratulations to Chris Sellman, Lee Dreger, Neil Mckeown and Arthur Mordue of FGP Systems and Jami Lawrence-Long of RSC for the successful completion of your probation.

### Congratulations

Congratulations to Milling unit 1 and Stores for receiving FGP's Safety Award

### Congratulations

To the recent Kaizen winners

#### Gold award winners:

Dave Warne & Ryan Osborne

Chris Eckersley

#### Silver Award Winners:

James Bishop

Kerry Weaver

#### Bronze award winners:

Ryan Hope

Will Hardy-Harding

Want to say something special ? Email [kerry.weaver@fgpltd.com](mailto:kerry.weaver@fgpltd.com) to include your message in the next issue

## Collaboration

**Nigel Pitman**, Managing Director of FGP Systems Ltd & RSC Ltd

Since the purchase of RSC by CIM twelve months ago we have seen close collaboration between the companies. RSC have enjoyed investment on a level never seen before in the business with the addition of Sulphuric, Passivation and Surtec 650V lines, this has enabled the company to support FGP processing requirements across its customer base. FGP customers (CurtissWright, UTAS, Safran, Zodiac) have in the past 8 months approved RSC for Chromic, Alclom and Paint enabling the external sub-con costs incurred by FGP to be switched to RSC our internal Group solution for around 70% of FGP's requirements. Since December RSC have taken on the Zodiac Optima processing (Sulphuric Anodise) which is generating annual sales of £3.0m to FGP and £400k to RSC. In four months RSC have developed a process which has taken previous suppliers up to 12 months to achieve a level of supply but only achieving a 50% quality yield. This culminated in March where RSC processed in excess of six hundred and fifty parts enabling FGP to deliver 50 units in a single week achieving recognition from the end customer Zodiac. RSC is also developing new relationships with paint solutions on composite seat platforms in our Weymouth facility again offering a customer a new solution within group where a single cus-

tomers approval is enabling the supply of multiple processes. CIM Group also offers up fabrication capability as well, where we have seen a new market open up with Thales around supply of fabricated transportation plates, this enabler has led to City welding and fabricating the product to a very high standard which is then transported to our Weymouth facility where the final operations of painting and stencilling are completed. The units are approximately six metres long and definitely not work that could have been taken on by either FGP or RSC in their entirety. In these times of uncertainty where customers are assessing risk more stringently and the costs incurred to manage a convoluted supply chain, CIM's strategy of creating a total manufacturing solution is enabling our customers to rationalise their supply chains and offer higher levels of BOM's. This is culminating in increased levels of business to Group with the generation of new business leads due to the quality and integrity being offered by a very capable supply chain to our customers old and new.



## Drip Drip Drop Little April Projects

**Darran Periam**, Operations Manager of City Engineering Ltd



During the month of April City engineering systems completed a project for a specialised vacuum process contractor for an installation at a well-known Elderflower Cordial manufacturer who are based in Leicester. The project entailed 2 No 3000x3000x2500 316 Stainless Steel Fusion tanks, 316 Stainless Steel access walkways, 100x100 Stainless Steel box section support gantry. The fabrication and welding was carried out at the City Engineering Cardiff workshops so as to eliminate any cross contamination that would affect the Stainless Steel sections. As all projects the time scales were tight which resulted in the personnel working over the Easter period to achieve the delivery dates.

The below project is one part of 4 sections that was completed in April for a new client, these sections once fitted out by the client make an Exhibition stand for a world famous whiskey manufacture. The Exhibition stand will then be transported around the Formula 1 Season Circuit. This project was also on a tight time scale, all delivery dates were achieved.



# Who Says Hard Work Doesn't Pay

FGP have recently received an appreciation letter for performance improvements to serve Honeywell Aerospace Yeovil. FGP have recently turned around a delivery performance level of 73% to a sustained 94%. Past dues have decreased by \$150,000 and quality performance is on point with only one part per million disruption on more than 17,000 deliveries. FGP have made some brilliant improvements and achieved some great results a big well done to all involved.



**Honeywell**

**FGP Systems Limited**

Nigel Pitman, Managing Director  
22-22 Cumberland Drive, Granby Indus Est.  
Weymouth, Dorset. DT4 9TB – United Kingdom

March 3, 2017

Dear Nigel,

I would like to express my appreciation for the performance improvements you and your team at FGP Systems Limited recently implemented and sustained to better serve Honeywell Aerospace Yeovil, UK site.

In October last year, we initiated the monthly supply reviews with the objectives to review FGP Systems Limited performance metrics, devise a recovery plan, discuss and prioritize improvement activities, review business and engineering developments as well as track progress. These productive monthly supply results have been yielding positive results and will be continued in 2017.

Over the past few months, I have been closely monitoring the progress of your recovery plan. Amongst your recent achievements, I would like to highlight the following ones:

- Your delivery performance has increased by 21% from October to December 2016, going from 73% to sustained 94%.
- Backlog levels have been reduced by more than 75%, equivalent to a past due decrease of almost 150,000 USD. Since the beginning of this year, the past due value has been regularly under 50,000 USD.
- Excellent quality performance with one single PPM (parts per million) disruption over more than 17,000 receipts in 2016, with no impact to Honeywell Aerospace Yeovil performance.
- Great collaboration between Honeywell Aerospace Go Team and FGP Systems Limited to successfully fix issues on eleven key parts. More specifically, I would like to recognize the excellent collaboration between our teams to improve and fix two key designs for complex treatment process.

The efforts, improvements and great results achieved to date are perceived very positively by Honeywell senior leadership. FGP Systems Limited is seen as a good partner to develop business with in the future.

I expect FGP Systems Limited to sustain these positive results and I look forward to our next monthly supply review session.

With my best regards,

Steven Brydon

Vice President, Honeywell Aerospace EMEA Integrated Supply Chain

## Causing a Storm

**Craig Falconer**, Manufacture Engineer of FGP Systems Ltd

On behalf of Tornados swimming club we would like to thank FGP SYSTEMS for sponsoring us in the National Arena League for the 2017/2018 season.

Tornadoes is a competitive swimming club, offering everything from lessons for new swimmers to squad training for more advanced swimmers. Tornadoes has its base at the Osprey leisure centre on Portland, which was formerly the navy's private lei-

sure facility, but if you haven't visited in a while or those of you that haven't visited at all, come down to see the recent changes to the reception area! Lots of our swimmers compete in other sports and we are proud of our particularly close links with Dorset Pentathletes. We have club members who regularly take part in triathlons, biathlons and biathlons and who also enjoy playing water polo.

Below is one of our squad swimmers (and also 8th in the country for his

age group) Harry Falconer meeting James Guy the Great Brittan swimmer. James represents GB in the FINA world championships, European championships and commonwealth games. Tornados will be proud to wear the FGP logo and showing it off to people like James.

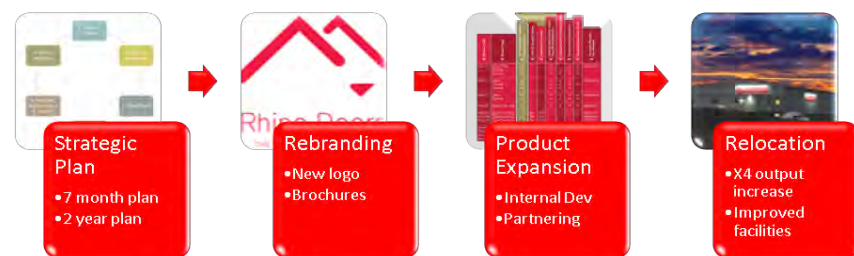




# What a Difference a Year Makes?

**Stuart Lawrence**, Managing Director of Rhino Systems Ltd

Why one year? Well, this addition of more than six times to approximately £1.6m. *The Connector* marks the anniversary of my joining Rhino and the commencement of a transformative journey that I am really proud to have played a part in. Here are the major milestones:



Both the growth in product range and the ability to produce more doors have facilitated a massive increase in backlog order book. At the end of June 2016, the order book stood at around £250k – a value typical for Rhino historically. At the end of March 2017, the order book has increased more

Dealing with this growth in work produces greater challenges than merely providing larger premises can hope to solve. A general increase in workload and also a change in the nature of the

workload (due to supplying doors to previously unfamiliar performance standards) necessitates a change in the skills mix within the team as well as an increase in the workforce overall. Long serving members of the Rhino team are stepping up to the mark to meet these challenges and pleasingly, they are

also very welcoming of new talent coming into the business. This positive attitude displayed by the staff is crucial to the ongoing success of Rhino as we continue to grow.

Rhino is now approaching a second stage in the growth plan that will allow the company to exploit the lucrative repair & maintenance market nationally and we will also seek to promote products overseas via a strategic joint venture, targeting the Arabian Gulf region.



Managing Director Riad Welly from QMI signing the MoU with Rhino Doors MD, Stuart Lawrence

Early in April this year, a Memorandum of Understanding was signed with Qatar Metal Industries. This MoU marks the commencement of detail discussions that should see the formation of a jointly owned company in Dubai before the end of this year.

## Dream Chance for Poppy Proud Moment for Derek

**Western Gazette**, Round-up Sport 23rd March 2017

POPPY Smith will live out her own American dream after being awarded a football scholarship with Milligan Buffalos. The Yeovil Town Ladies Development player has been awarded the number seven shirt and will begin a four-year stay in Tennessee at the beginning of August.

Known for her exceptional pace, skill and tenacious tackling, Smith fell in love with football at the age of nine. She started out in mixed teams at Ilchester before moving on to the ladies' game under the guidance of Clive Watts. She was spotted at an English Colleges' trial and her player profile was sent to the United States.

Smith said: "I was on tenterhooks but the offer from Milligan was so good. I can't wait to play in the States as the standard of ladies' soccer there is very high and I will have to put every ounce of effort in to be able to compete -but I'm up for it.

"I have only just started to believe this is becoming a reality. I know my nerves will be inevitable and I will miss my family and friends more than anything. The one person that has made this all possible is my dad [Derek], who has done anything and everything for me to pursue this dream and supported my whole football journey.

"I also need to say a massive thank you to my Yeovil coach, Wesley Gullin, who has taught me many things about football. I have never met a coach who cares about his players as much as him. As our current season is coming to an end, I am sad to be leaving Yeovil Town Ladies after almost nine years. I will miss my teammates very much but I am thank-



ful for how much they have been there for me."

Coach Gullin added: "Poppy never misses training and is one of the first names on your team sheet, someone who loves her football and her ability is hard earned.

"I have no doubt that she has enough ability to go on and play at the highest level and I fully support her decision to play in America in search of further development as a player. She is an exciting prospect and I am really grateful to have been able to work with her. Poppy's obvious dream is to represent her country and her journey towards this is only just beginning."

# Secret Seven



**This Issue's Secret Seven Director is —**  
**Nigel Pitman Managing Director of FGP Systems Ltd.**

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

Nigel was asked:

**Tea or Coffee**

**Coffee**

**Summer or Winter**

**Summer**

**Android or Apple**

**Apple**

**Favorite Film**

**Saving Private Ryan**

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

**Dog—German Shepard (as ours is totally spoilt)**

**If you could have one super-power what would it be and what would you do first**

**The ability to see into the future—to make a difference**

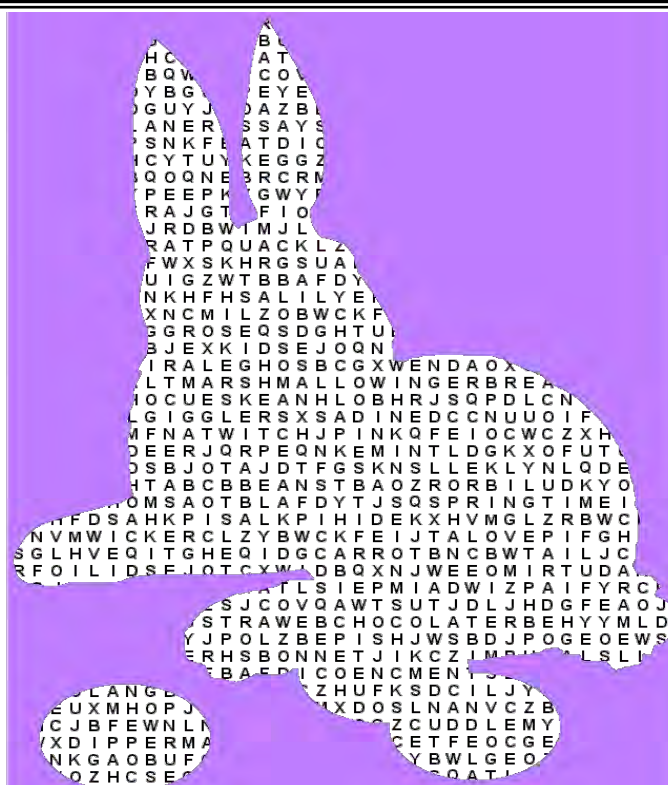
**If you could have dinner with any one in history who would it be and what would you eat**

**George S Patton with a medium rare steak and a nice glass of red —I would like to get an understanding of his strategic thinking during WW2.**



## Tea break teaser

Find as many words as you can in this Easter "puzzle treat" from the word list, but remember, the correct words can only go vertically (top to bottom) or horizontally (left to right). Good Luck!



### WORD LIST

big dipper	nut log
blossom	parade
boiled	quack
bonnet	peep
bunny	pink nose
caramel	springtime
carrot	straw
cellophane	tail
chicks	twitch
coconut	white chocolate
cream	whiskers
cuddle	wicker basket
duckling	yolk
dye	
ear	
easter egg	
fluffy	
foil	
goodies	
hide	
hop	
jelly beans	
lily	
marshmallow	

# May Day



The first Monday of May is a bank holiday in the United Kingdom. It is called May Day and originated in the Pagan Anglo-Saxon times marking the beginning of the summer season. However in more recent times it marks the beginning of springtime fertility. A tradition of May day is maypole dancing. For those of you that don't know what maypole dancing is it is a dance around a tall pole, from which ribbons are suspended. The aim of the dance is to create a decorative pattern on the pole with the ribbons. Another May day tradition is Morris dancing. This type of dancing is nearly always carried out by men who dress in white with bells on various parts of their costumes and carry scarves and long wooden sticks to celebrate the coming summer.

So fancy some time away to enjoy your May day? In Edinburgh, they hold a Beltane Fire Festival marking the traditional pagan festival. Or try your hand at Maypole or Morris dancing? Find a club close to you that will let you try it for yourselves.

<b>GOURMET BURGER KITCHEN</b> <b>Burger Fries and a Drink for £9.95pp at Gourmet Burger Kitchen.</b> To enjoy this deal go to the below link: <a href="http://www.bookatable.co.uk/gbk-deals?Indirect=747">http://www.bookatable.co.uk/gbk-deals?Indirect=747</a> Expires 31st May	<b>HOTEL Chocolat.</b> <b>10% off in store at hotel chocolate</b> Use the below link to get your code: <a href="https://www.vouchercodes.co.uk/offer/hotelchocolat-10offinstore-240417/?tid=v:UGFa4:vcxrpx473016__mcrznfwehcwemvnfhfgdxliqnrnamcnbkakxqing_____">https://www.vouchercodes.co.uk/offer/hotelchocolat-10offinstore-240417/?tid=v:UGFa4:vcxrpx473016__mcrznfwehcwemvnfhfgdxliqnrnamcnbkakxqing_____</a>	<b>The Fragrance Shop</b> <b>10% off in store at the fragrance shop</b> Use the link to get your code: <a href="https://www.vouchercodes.co.uk/offer/thefragranceshop-extra10offinstore-111116/?tid=v:UGFnh:vcxrpxv42d7f0__mcrznfwehcwemvnfhfgdxliqnrnamcnbkakxqing_____">https://www.vouchercodes.co.uk/offer/thefragranceshop-extra10offinstore-111116/?tid=v:UGFnh:vcxrpxv42d7f0__mcrznfwehcwemvnfhfgdxliqnrnamcnbkakxqing_____</a>
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## Additions to the Team

The group would like to give a warm welcome to the **6** 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:

**Yvonne Mullen**— Financial Controller at FGP Systems Ltd  
**Michael Smith**—Assembler at FGP Systems Ltd  
**Leo Purnell**—Machinist at FGP Systems Ltd  
**Verity Pitman**—Receptionist at FGP Systems Ltd  
**Jordan Darby**— Planner at FGP Systems Ltd  
**Lee Clark**— Site maintenance at FGP Systems Ltd



## CURRENT VACANCIES

**NO VACANCY**

## Tea break teaser

