

# NEWSLETTER

AUTUMN 2018

## VALUE ADDED, VALUE ENGINEERED

At the heart of our quality policy is our New Product Development (NPD) process.

We work closely with suppliers and customers to ensure that the products that we produce meet the needs of the marketplace. From scoping out a project through to the launch, we are always testing, validating and checking our chassis systems to ensure they are robust, fit for purpose and exceed customer expectations. We've created a culture of value engineering, with the clear objective of being right first time.

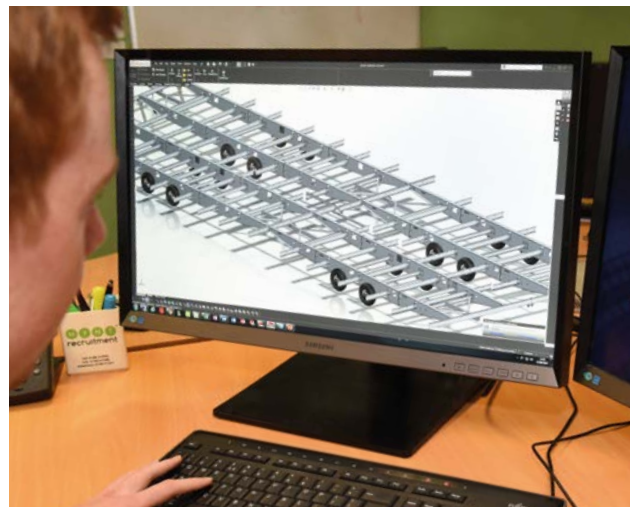
Our design process is also just as considered. From talking to the marketplace, it's clear that not all manufacturers use 3D modelling. To help us improve the design phase, we employ four highly experienced, qualified engineers and structural analysts – all trained in 3D CAD software and FEA – led by Greg Taylor, our Group Engineering Director.

One of the rigorous ways we test and verify our chassis systems is through FEA (Finite Element Analysis) testing. This virtual method predicts how the chassis will react to real-world loading, vibration and other physical effects. Prototype systems are used to fully test products, including bespoke models built to customer specifications. Ultimately, this testing process validates whether the chassis has the strength and resilience required to stand up to rigorous use.

This culminates in our continuous improvement process – 'Value Added, Value Engineered'. With global steel prices continuing to rise, our ambition is to minimise the cost impact to our customers through smarter, more efficient design and manufacturing, while not compromising the strength of our chassis.

Our high specification I-Beam Chassis is a perfect example of how the VA/VE process is used in conjunction with our stringent quality control processes. Developed to meet the demands for chassis for high-end leisure lodges and park homes, the I-Beam is structurally the strongest (in terms of load bearing capacity) available in the market. The fully galvanised chassis offers high corrosion resistance while the expertise of our design engineers and research and development team has allowed us to optimise the design for the ultimate longevity and strength.

Building on more than ten years of market experience, the VA/VE multi-functional team has successfully completed, designed and FEA tested a new and improved I-Beam product, with a new value engineered and even more sophisticated version of the product due to launch early 2019.



— GET IN TOUCH —

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## BIG PLANS AHEAD

Since the acquisition of Gateway Chassis Ltd by Wheel Solutions Group two years ago, we've invested heavily in business improvement.

Our focus has been geared around a continuous investment policy with the aim of putting the business at the forefront of industry innovation and delivering exceptional customer service.

Our drive for improvement has seen us invest £100,000 in new SAP HANA software. By the beginning of 2019, this system will streamline our data management and accelerate business processes, allowing us to improve production planning, create greater visibility during the ordering process and consolidate customer accounts.

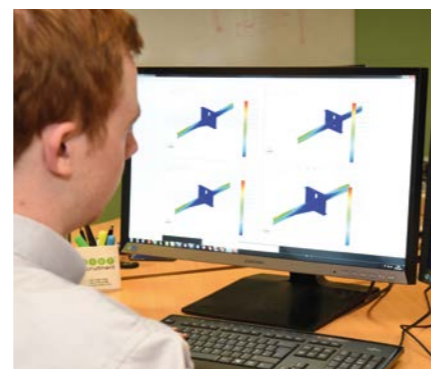
Ultimately, our investment means less complexity for you. This isn't the only improvement we're planning. Our ambition for Gateway Chassis is to grow and continuously progress,

allowing us to innovate, improve product quality and, ultimately, deliver unrivalled customer service.

To do this, we're modernising and improving our manufacturing processes through lean manufacturing and Six Sigma techniques.

These methods will improve processes, resulting in better quality control while improving lead-times.

A crucial part of this strategy will of course be our people. We're empowering them with a new training programme, so that they can grow with the business. We're also bringing young talent in through our apprenticeships programme, creating the gateway to our future.



## INVESTMENT IN PEOPLE

We recognise that our people are the route to growth and innovation.

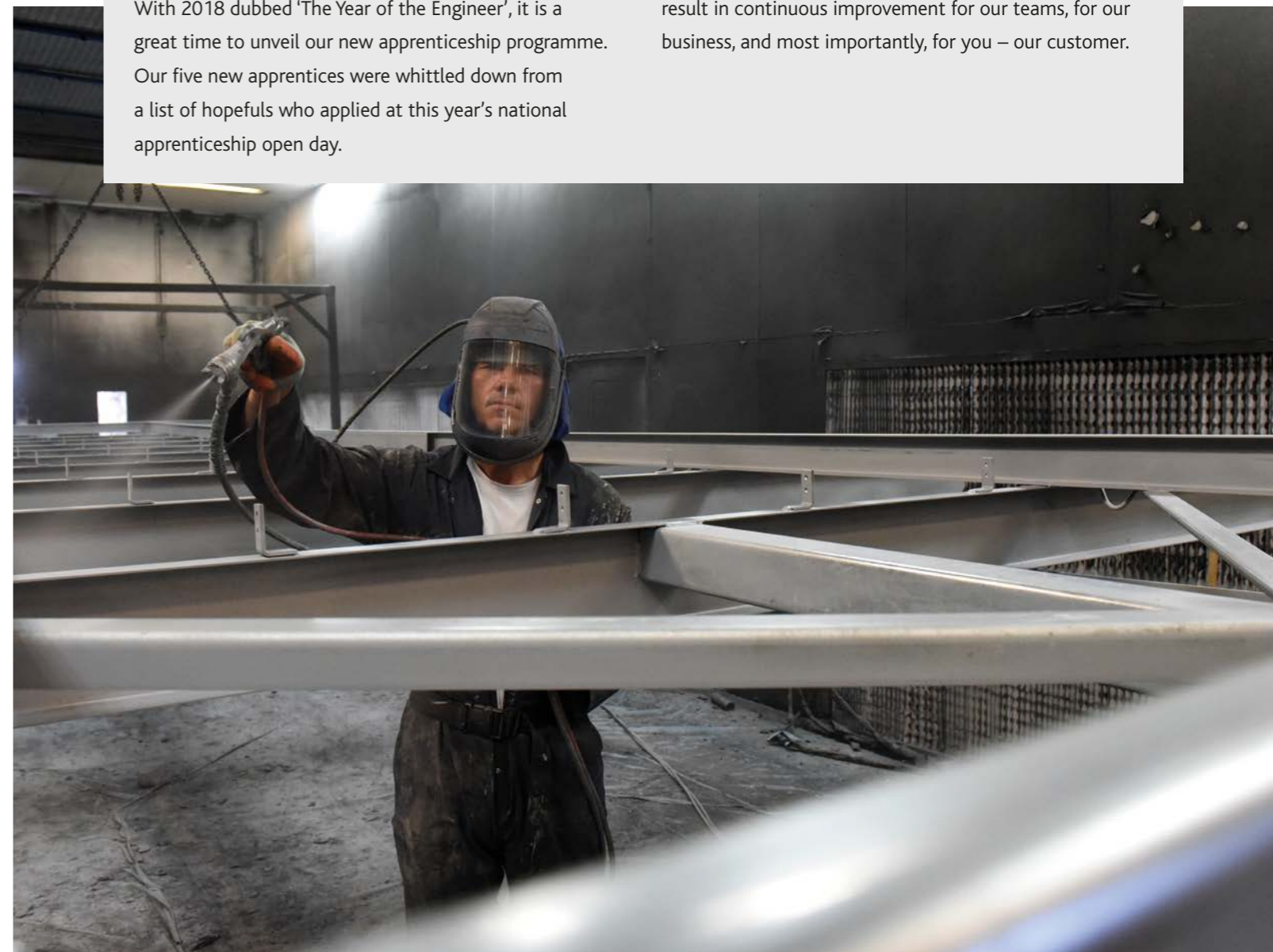
Bringing in fresh perspective and talent is key to that growth. We are happy to announce that Chris Ramsden and Dawn Applin are to join Gateway Chassis as of November. Chris joins us as Head of Operations and Dawn takes the role of Management Accountant. We're excited to welcome both to the team to help us continue to be pioneers in motion.

One of the main pillars to our continuous improvement strategy is ensuring that we attract and retain the best people. With that in mind, we're focussed on bringing in fresh talent through apprenticeships, at the same time as developing a training programme for our existing workforce.

With 2018 dubbed 'The Year of the Engineer', it is a great time to unveil our new apprenticeship programme. Our five new apprentices were whittled down from a list of hopefuls who applied at this year's national apprenticeship open day.

Those who were successful on the day were invited, along with their parents, to attend a site tour, an introduction to the business, a practical exercise and an interview. Our apprentices will undertake a three-year course, culminating in a welding NVQ from our approved provider. Our plan is to roll this programme out and take on more apprentices in future, developing our own Gateway Academy using our experienced existing team to support and implement training.

As well as harnessing new talent, we're focussing on our existing workforce. Over the coming months, 100% of the team will undergo significant training, helping to empower and upskill the team to deliver significant improvements across the business. This investment in training will result in continuous improvement for our teams, for our business, and most importantly, for you – our customer.





## Steve Budding, Managing Director, Wheel Solutions Group.

"Improving product development and driving business improvement is vital to ensuring that we exceed customer expectations. However, implementing new processes and systems is just part of this continuous development process, having the right people in place is paramount. We're confident we have the right team in place to deliver product and service excellence."

## THE RIGHT TEAM IN PLACE TO DELIVER

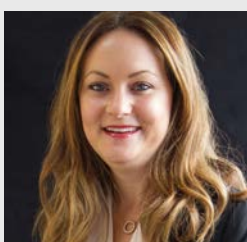
We have a strong and experienced management team in place to guide positive transformation and business growth for the Gateway Chassis business.

Abbie Alcock: General Manager. Currently on secondment from her role as Executive Assistant at Wheel Solutions Group (WSL), Abbie has a very solid understanding of both the marketplace and of the Wheel Solutions business. Well positioned to drive the Gateway Chassis side of the business forward, Abbie's experience and business acumen is matched by an impressive list of business qualifications and a passion for delivering high quality customer service.



Chris Ramsden: Head of Operations. With 20 years' experience in Operational Management in various manufacturing sectors including the leisure, automotive and furniture industries, Chris is a passionate individual who leads by example and is an advocate of team work. Chris has been key in driving the continuous improvement projects and initiatives that will help in moving the chassis division forward, ensuring internal and external customer communication are a key part of what we do.

Greg Taylor: Group Engineering Director WSL Group. With 30 years' relevant experience, including running his own design consultancy, Greg has worked with Multimatic motor sport, Lotus motorsport and Triumph motorcycles. A qualified automotive engineer, Greg's wealth of experience brings strong leadership to the design team, helping to drive product improvement and development of the Gateway Chassis product portfolio.



Kerry Hibbert: Head of HR WSL Group. With 17 years in HR and recruitment, Kerry is no stranger to dealing with human resource and development strategies for large teams. With continuous development at the heart of all that we do at WSL and Gateway Chassis, Kerry is rolling out a team training and enrichment programme which will help to improve the service we offer our customers.