

# Delivering Business Benefits Case Study Super Alloys International Ltd

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The Sector Skills Council  
for Science, Engineering and  
Manufacturing Technologies



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Renee Harrison-Marshall,  
Health & Safety and Training Officer,  
Super Alloys International Ltd

## Super Alloys reduces errors through Semta's technical training

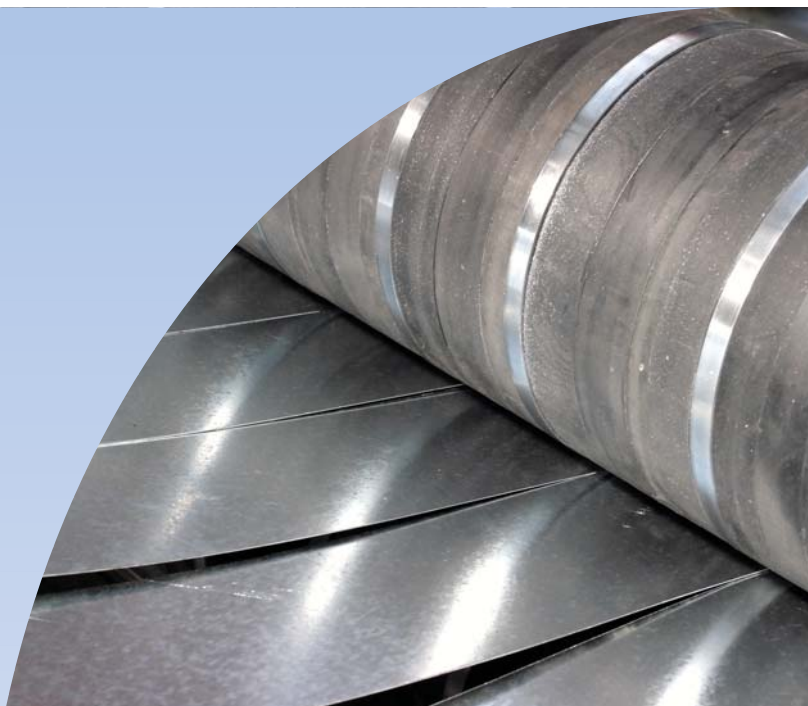
One of the challenges for office-based employees in a metals company is understanding the technical language and processes involved in metallurgy. Super Alloys International Ltd found that Semta's Metallurgy for Non-Metallurgists course helped them overcome this.

### Company Background

Super Alloys, based in Milton Keynes, is the largest UK stockist for titanium and specialist alloys and has 50 employees. The management team are amongst the most experienced professionals in the metals industry. Supported by professional metallurgists and technicians, the company provides access to the largest range of high-tech metals in Europe.

### Metallurgy for Non-Metallurgists

The Metallurgy for Non-Metallurgists course enables participants to communicate more effectively with colleagues. By being better informed of the production, processing and testing of relevant metals and alloys, they are able to avoid mistakes caused through lack of understanding. With typical courses lasting two days, the content can be customised to suit the needs of the company.



Super Alloys decided to offer a bespoke version of the course to 23 of its employees. Renee Harrison-Marshall, Health & Safety and Training Officer, says: "We decided a course that just concentrated on the alloys that are pertinent to us was the best solution. Semta were flexible enough to be able to offer us a course that was tightly-focussed on the alloys we actually use."

### Contact us

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### Business Benefits

The company is now better equipped to increase sales and reduce the number of errors. Sarah Bishop, Operations Administrator, says: "The course really

helped me understand more about what I deal with on a day-to-day basis. I really enjoyed it because it was just on the alloys we use so I found it all really interesting and relevant." Renee concludes: "By having all sales and admin staff aware of the different processes involved in metallurgy, and the different types and uses of metals, we've been able to improve our service to our customers. Sarah has really improved in her confidence since taking the course. It has given her the knowledge she needs to deal with her work tasks accurately and efficiently."