

Delivering Business Benefits Case Study South West Galvanizers Ltd

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The Sector Skills Council
for Science, Engineering and
Manufacturing Technologies



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Tony Wonnacott
Regional Director,
South West Galvanizers Ltd

Semta's Teamwork programme helps develop strong team ethos

Training has always been high on the agenda at South West Galvanizers Ltd as the company has sought to make the most of employees' capabilities. Semta's Teamwork Development programme was introduced to enable employees to work together more effectively and flexibly in their jobs.

Company Background

Based in Crediton, in central Devon, South West Galvanizers Ltd has 53 employees and is one of 14 state-of-the-art galvanizing facilities around the UK that make up the Wedge Group. The Group owns the largest galvanizing bath in the UK and provides galvanizing services to 35% of the UK steel industry.

Teamwork Development Programme

The Teamwork Development programme is designed to help companies become more productive in the workplace through developing the skills of employees to enable them to

become more effective teamworkers. Semta's Health & Safety Passport also forms part of the programme, ensuring employees have a recognised standard of health and safety practice. South West Galvanizers put 41 of their employees on the course.

Employee Confidence

Dan Jones, Galvanizer, says “After passing the Teamwork programme I was invited to join the Lean Manufacturing team. The course ties in nicely with this and I'm able to apply a lot of the teamwork exercises and lean business techniques we did to my job.” Since completing the course,



participants have come up with many ideas for improving the business and been encouraged to put them into practice. "Our manager is always talking about continuous improvement and he asks us to promote ideas and will let us run with them, even when sometimes we get it wrong. He never had that confidence in us before", says Dan.

Business Benefits

The company is now looking to the future with a more confident, able workforce. Tony Wonnacott, Regional Director, says: "I think we have now gained a very strong team ethos throughout our business and we have seen a big change in the attitude of our workforce."

The management was concerned the number of long standing employees would be reluctant to try new things and accept change. Their concerns proved to be unfounded. "The Teamwork Development programme gave our employees a sample of business improvements and their advantages, which has made them want to keep learning and improving. They now feel much more involved in the future of the business," says Tony.

The inclusion of the Health and Safety Passport in the programme has added even more benefits. Tony concludes: "Along with the lean element of the programme, working safely and promoting a healthy working environment is actually improving our production rates."

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