

Benford

BENFORD

case study #02



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Benford started life as a small company making mixers for the construction industry. Over the years they have expanded the products manufactured to their current range which includes dumpers, compaction machinery and tools. Their range of heavy equipment consists of site dumpers, skips and rollers. The light range incorporates hydraulic power packs and breakers and a range of goods aimed at the tool hire market.

Benford are part of the Terex Group, a company growing both in the UK and worldwide. Terex have earned a reputation for producing quality, reliable products. They are also noted for their research into groundbreaking technology.

Producing such a comprehensive range of products means Benford have to outsource production of certain components to specialist companies. In order to maintain their reputation for quality Benford need to be confident that their suppliers work to the same exacting quality standards that they do. BBF are Benfords' chosen supplier for

electrical top boxes for their dumpers. They also provide brackets for them, which are generally used for exhaust systems. To achieve their place on Benfords' approved supplier list, BBF had to undergo an inspection by their Quality Assurance Manager, which with BBF's own rigorous quality standards they passed with flying colours. 'Benford have a rolling order with BBF', according to John Taylor, Buyer at Benford. 'We update this fortnightly, and in total source between two and three hundred items from BBF, so it is important that we have total confidence in the quality of their product; the number of rejects is negligible in comparison to the volume that BBF deliver. However it is their friendliness and flexibility with regards to changes in our delivery requirements that keeps them at the top of their preferred supplier list.'

Benford also work on prototypes for the construction industry. Once a design has been put together they approach their suppliers to cost each element of the prototype. 'Even on small ad hoc or bespoke items we always find BBF highly competitive' adds Mr Taylor.

BBF and Benford have been working together for a number of years and have developed a very strong relationship, which underpins their satisfaction with BBF. Comments Mr Taylor 'In our industry where there is increasing pressure to move away from UK suppliers and turn to countries like Hungary we will continue to outsource a significant amount of our business with BBF. The close working relationship we have built up, their understanding of our business and helpfulness and willingness to work alongside us isn't something we can easily replicate elsewhere'.

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