



January 2008

# The Cutting Edge

**W**elcome to the 1<sup>st</sup> edition of “The Cutting Edge” newsletter which is intended to help keep customers old and new up-to-date with the latest developments and news that Midtherm Laser has to offer. The aim is to produce this every 6 months, to include articles which are related to the Laser Cutting Industry and it also gives us the opportunity to allow our customers to get to know the Midtherm Team.

In this edition we have the pleasure of introducing the sales and estimating team – It’s good to put a face to a name.

## News



In December 2007 Midtherm Laser was awarded the Environmental Quality Accreditation ISO14001. This series of standards is designed to cover the whole area of environmental issues for organisations in the global marketplace.

Organisations of all kinds are increasingly concerned with minimising their impact on the environment. This concern is driven by a number of factors, including increasingly stringent legislation, the development of economic policies and other measures that foster environmental protection, and increased concern expressed by groups in the wider community about environmental matters and sustainable developments. ISO 14001:2004 has been developed to provide Midtherm Laser with a structure for our

environmental management systems which helps us to achieve both environmental and economical goals.

### Why has Midtherm Laser taken the Green Challenge?

There are many benefits to be gained from implementing an Environmental Management System and achieving third party certification. The most significant are:

- ✓ Demonstration of legal and regulatory compliance
- ✓ Demonstration to stakeholders of our commitment to the environment
- ✓ Demonstration of an innovative and forward thinking approach
- ✓ Increased access to new customers and business partners
- ✓ Better management of environmental Risks now and for the future
- ✓ Potential reduced public liability Insurance costs
- ✓ Cost savings



INVESTOR IN PEOPLE

## Midtherm takes Quality to the next level...

In addition to the Environmental Quality accreditation, we have also been awarded the **AS9100 Aerospace Quality Standard**.

**AS 9100** contains the requirements of ISO 9001:2000 along with the addition of 80 additional requirements critical to Aerospace Quality.

The requirements cover everything from how you plan your processes, to how you carry them out, measure them and improve them.

With our New Quality Management System in place and working, our company is focused towards the Quality Goals. Management is provided with data on a continual basis which allows us to check progress or lack of progress towards production and enables us to take appropriate action. The organised, scheduled process of conducting our Management Review ensures that this evaluation takes place. It provides the mechanism of reviewing goals and performance against goals on a scheduled basis, and for taking action based on the evaluation.

Increased productivity results from the initial evaluation and improvement of processes that occurs during the implementation process and from improved training and qualification of our employees. Better documentation and control of processes leads to consistency in performance, and less scrap and rework.

## So, what's in it for me?

- ✓ Improved product reliability
- ✓ Better process control and flow
- ✓ Traceability
- ✓ Greater employee quality awareness
- ✓ Reductions in Scrap, re-works and rejections – which keeps prices keen!
- ✓ Cost reduction
- ✓ Access to new markets such as Aerospace

Dean Cockayne (Operations Director) said "Midtherm Laser is committed to providing our customers with a first-class working partnership which guarantees that you get what you want, when you want it, first time, every time, with no compromise."

## Other News



We now have our own vehicle for deliveries. This will help to **reduce your transport cost** which means that our prices will be even more competitive.

As it's a new year we have decided to introduce a **"Next Day Platinum Service"**  
Please contact our sales team for more information.

## Get to know us a bit better...



**Mark Hannon** heads up the estimating team ensuring that his extensive knowledge and experience is used to our best advantage. Mark has been in the Laser and Engineering Industry for over 20 Years. Other duties include liaising with all departments to guarantee a smooth transaction from programming to dispatch.



**Dave Wilson** joined Midtherm as an estimator in 2005. His experience in Auto Cad and Bysoft allows him to efficiently work through quotations to provide fast and competitive prices. Dave is a well established estimator, dealing with telephone and email enquiries.



**Lucy Cottrill** is the newest member of our estimating team. Fresh from University where she studied CAD Programming and Design. Lucy is now an integral part of the team dealing with enquiries that arrive on our fax and over the phone.



**Dave Wheatley** joined Midtherm as a Sales Engineer. He has over 10 year's sales experience in the Engineering Industry. His daily duties include liaising with existing and potential customers generating awareness and customer relations. Dave is an associate of the Chartered Institute of Marketing.

## Caption Competition.

### What is Mark saying to Hash?

The person who sends in the funniest caption will win a bottle of Champagne. Closing date 10<sup>th</sup> March  
PS. Try and keep it clean. The winner will be announced in the summer edition.

Email your responses to [david.wheatley@midthermlaser.co.uk](mailto:david.wheatley@midthermlaser.co.uk)



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