

M J Milward Printing **case study**

The going's good as Manufacturing Advisory Service East Midlands helps printer lead the way

One of the UK's leading printing and design businesses has seen a 40% increase in production capacity since receiving support from the MAS East Midlands.



“Bringing in MAS has not only seen considerable improvement in our capacity, it’s also helped us increase profitability and significantly enhance our overall performance.” **Malcolm Wright, Co-Owner M J Milward Printing**

Originally established in 1982, MJ Milward Printing Ltd was purchased in November 2008 by Malcolm Wright and Mark Cooper. The joint owners were keen to develop the company by introducing some new innovative ideas, such as digital printing, creating AnyEvent Badges, and the launch of a new interactive website. The website trials a revolutionary new service allowing florists to customise a range of contemporary floral message cards which MJ Milward Printing will produce.

The change in ownership also led MJ Milward Printing to seek the assistance of MAS. "As soon as we bought into the business, we were keen to bring down our operating costs wherever possible and iron out any inefficiencies in our set-up," Mark explained.

Malcolm a former purchasing manager at The Boots Company PLC, said: "When we took over, MJ Milward Printing had a reputation for being solid and reliable local printers who used traditional methods, but we believed some new momentum was needed, and while we cherished its heritage we were also keen to be more innovative."

It was MJ Milward Printing's accountant who first suggested bringing in MAS as a solution when the new owners were looking for grant-aided support to introduce lean techniques into the business. The 50% subsidised help meant that the management effectively got its second week of hands-on, expert advice for free.

MAS Advisor David Wright went to visit MJ Milward and performed a manufacturing review. David then referred the company to a lean manufacturing expert.

Malcolm stated that: "Our MAS manufacturing expert was with us for two weeks spending most of his first week walking the floors of the originating, printing, finishing and despatch departments, listening to the workforce and analysing how we operated. He also calculated the maximum time allowed to produce a unit in order to meet demand, so we could work out how to release some capacity."

Enhancements included better production integration between departments, a more efficient shop floor layout plus the introduction of visual methods of keeping staff informed of orders coming in and the progress of jobs.

Malcolm said: "Bringing in MAS has not only seen considerable improvement in our capacity, it's also helped us increase profitability and significantly enhance our overall performance. Added to this, we've managed to implement additional cosmetic improvements for customer visits."

MAS in the East Midlands is funded by East Midlands Development Agency (*emda*).

MAS in the East Midlands is dedicated to helping manufacturers in the region improve any aspect of their manufacturing operations, processes, production, or materials technologies.

Making a difference by offering:

- **Free* advice service for manufacturers**
- **Free* on-site review visits**
- **Subsidised* assistance**
- **Best practice events**

For more information on how MAS can help your business go to www.mas-em.org.uk, or telephone 0845 270 7620

**Subject to eligibility*